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SARDAR PATEL UNIVERSITY
Vallabh Vidyanagar

SEM – II FYBBA (Honours) (HM) Examination

Subject: HOUSEKEEPING OPERATION – I

Subject Code: UM02CBBH04

Date: 11/04/2015

Marks: 60

Day: Saturday

Time: 02:30 to 04:30 PM

- Q: 1 (a) Draw the layout of House Keeping department explains desk control. (07)
(b) What are the attributes and duties of ex-house keeper in 5 Star hotels? (08)

OR

- Q: 1 Draw the "Organization Structure" of housekeeping department & discuss in brief. (15)

- Q: 2 (a) What are the different departments of hotel to which housekeeping co-ordinate? Explain the co-ordination between housekeeping & front office. (08)
(b) What is the procedure of staying on guest room service? (07)

OR

- Q: 2 Classify cleaning equipment? Discuss in brief. (15)

- Q: 3 (a) What is the objective of curtain? How it's helpful in room decoration. (08)
(b) What are the different types of floors? Explain. (07)

OR

- Q: 3 What are furniture used in hotel? Explain the different types of furniture. (15)

- Q: 4 What is the equipment used in the commercial laundry? Discus in brief. (15)

OR

- Q: 4 What is the procedure of handling guest laundry in 5 star hotels? Explain. (15)