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No. Of Printed Pages: 1

SARDAR PATEL UNIVERSITY
BBA (HONS) II Semester (NC)

Day- Saturday

Date – 02/04/2016

Session: Evening

Time: 02:30 pm to 04:30 pm

Subject/ Course Code: UM02CBBH04

Subject/Course Title: Housekeeping Operation-I

Total weight age/Marks: 60

Note: 1. Figures to the right indicate marks of the questions.

2. Answers should be to the point.

- Q.1. (A) Explain advantages and disadvantages of wooden flooring. [08]
(B) Explain the cleaning methods and maintenance points to consider in order to have better maintenance of wooden flooring. [07]
- OR
- Q.1. (A) Give the points to consider while selecting a carpet. [08]
(B) Elaborate the types of carpets. [07]
- Q.2. (A) Draw the laundry department layout with enough explanation of each section of laundry. [08]
(B) What do you understand by laundry cycle? Explain it. [07]
- OR
- Q.2. (A) Elaborate guest laundry delivery procedure. [08]
(B) Explain laundry equipments. [07]
- Q.3. (A) Make housekeeping department of a 5star hotel with description about each section of it. [08]
(B) Explain housekeeping department's coordination with other departments of hotel. [07]
- OR
- Q.3. (A) Draw organizational structure of housekeeping department and also describe the duties and responsibilities of an executive housekeeper of a hotel. [08]
(B) Explain the areas that come under public area of a 5 star hotel. [07]
- Q.4. (A) Classify and explain different types of housekeeping equipments. [08]
(B) Explain different cleaning agents that are used in housekeeping. [07]
- OR
- Q.4. (A) Describe Room cleaning procedure. [08]
(B) Explain cleaning methods. [07]
