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SEAT No. _____

No. of/Printed/Pages : 1

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SARDAR PATEL UNIVERSITY

F.Y.B.B.A (HM) Examination

Semester - 2nd (3 yrs)

Subject: - Housekeeping Operation - I

Code: - UM02CBBH12

Date: - 04/04/2018

Time: - 02: 00 To 04: 00 PM

Day: - Wednesday

Mark: - 60

Q. 1. Define Co-ordination. What are the aspects on which housekeeping department co-ordinate with other department of hotel? Explain. (15)

OR

Q. 1. Draw the organization structure of housekeeping department and explain duties and attributes of housekeeping personnel. (15)

Q. 2. What are the various cleaning equipments used in cleaning programme of 5-star hotel? Explain. (15)

OR

Q. 2. What is cleaning agent? Explain the different cleaning agent used in housekeeping department of hotel. (15)

Q. 3. What are the different types of "carpet"? Explain the process of cleaning carpets. (15)

OR

Q. 3. What equipment and supplies is used for cleaning Terrazzo, Marble, Granite and Vinyl floor? Explain. (15)

Q. 4. What are the aims and general principles of "First Aid"? List out the content of first aid box. (15)

OR

Q. 4. What is the approach of holding and transporting of injured person? Explain the "ABC" of artificial respiration. (15)

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