

(22) Seat No: _____

No. of Printed Pages: (1)

SARDAR PATEL UNIVERSITY
B.B.A. (HON) HM EXAMINATION
SEMESTER- II (NO)
Tuesday, 18th Oct., 2016
2.00 P.M. TO 4:00 P.M.
UM02CBBH04
House Keeping Operations - I

TOTAL MARKS: 60

Note: 1. Figures to the right indicate marks of the questions.
2. Answers should be precise and to the point.

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- Q1 Draw layout of Housekeeping department and describe briefly with which departments does it coordinate? 15 marks
- OR
- Q1 What is the organizational structure of House Keeping department of 5 star hotels and write job description of any 2 positions? 15 marks
- Q2 What is the classification of Cleaning Equipments and also give its uses? 15 marks
- OR
- Q2 Explain Room Cleaning procedure in detail? 15 marks
- Q3 Explain different types of Curtains with diagram? 15 marks
- OR
- Q3 What are the different types of Carpets and Wood floorings used in Hotels? 15 marks
- Q4 Draw Layout of Laundry and list various laundry equipments? 15 marks
- OR
- Q4 Explain Laundry process in detail? 15 marks

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