

**Sardar Patel University - v.v.nagar**

**External Examination-2016**

**SYBBA HM (HON) Semester – III**

**Subject: Housekeeping operation-II**

**Code-UMO3CBBH12**

**Date: 03/12/2016**

**Mark: 60**

**Day: Saturday**

**Time: 2:00 To 4:00 PM**

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Q.1 What are the records maintained at housekeeping desk control? Discuss in brief. 15

OR

Q.1 How would you handle guest laundry in 5-star hotel? Explain with help of format. 15

Q.2 What are the different laundry equipment used in commercial laundry? Discuss with help of diagram. 15

OR

Q.2 What is the process of "Dry Cleaning"? Explain. 15

Q.3 What do you mean by "Finishing process"? Discuss in brief. 15

OR

Q.3 Classify "Fibers". What are the characteristic of different fibers and its identification procedure? Explain. 15

Q.4 Define "Duty-Roaster". Draw duty-roaster for 100 room's hotel of three shifts. 15

OR

Q.4 What is "Contract cleaning"? List out its merit & demerits. 15

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