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SEAT No. _____

No. of Printed Pages : 1

SARDAR PATEL UNIVERSITY

External Examination - October 2018

S Y BBA (Hons.) HM
Semester - 3rd

Subject: - Housekeeping Operation - II

Code: - UM03CBBH12

Date: - 26/11/2018

Time: - 02: 00 To 04: 00 PM

Day: - Monday

Mark: - 60

Q. 1. What is the concept of 'Par Stock'? Explain the procedure of conducting 'Inventory' in 5-Star hotel. (15)

OR

Q. 1. What are the documents maintained at 'Desk Control'? Explain with the help of format. (15)

Q. 2. What are the different laundry equipment used in commercial laundry? Explain the cleaning agent used in washing process. (15)

OR

Q. 2. What are the processes of washing cycle? Explain with help of flow chart. (15)

Q. 3. Classify the fibers. What are characteristics and uses of commonly used fabrics in 5-Star hotel? (15)

OR

Q. 3. Calculate staff strength of 150 room hotel and prepare 'duty roaster' for the 3 shift. (15)

Q. 4. What are the 'New Trends' in hotel industry? Discuss in brief. (15)

OR

Q. 4. What are the different types of contract in hotel? Explain the merit and demerit of contract service in housekeeping department of 5-Star hotel. (15)

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