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Total No. of Pages: 02

Total No. of Questions: 09

B.Voc. (Tourism and Hospitality Management)(Sem. – 2)

HOUSEKEEPING OPEARTIONS

Subject Code: BVTHM-205-19

M Code: 77499

Date of Examination : 22-12-2022

Time: 3 Hrs.

Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

1. **SECTION-A** is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. **SECTION-B** contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. **SECTION-C** contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

SECTION-A

1. Write short notes on:

- a) Block Cleaning
- b) Bath sheets
- c) Guest Amenities
- d) Buffing
- e) Zed Bed
- f) Tent Cards
- g) Night Spread
- h) Log Book
- i) Floor Master Key
- j) Gate Pass

SECTION-B

2. Elaborate in detail on the guest's special request.
3. Explain the different types of keys used in five-star hotels.
4. Give steps for cleaning a vacated room.
5. Draw format of maintenance job order.
6. What are preventive measures hotels take to stop pest infestation?

SECTION-C

7. Draw a labelled layout of a suite room of a five-star hotel.
8. Explain types of mattresses used in a guest room
9. Give a checklist for cleaning a check-out room.

NOTE : Disclosure of Identity by writing Mobile No. or Marking of passing request on any paper of Answer Sheet will lead to UMC against the Student.