PAPER ID-310370

Roll No: | | | | | | | | | | | | |

BHMCT
(SEM VII) THEORY EXAMINATION 2023-24
HOUSEKEEPING V

TIME: 3 HRS   **M.MARKS: 70**

Note: **1.** Attempt all Sections. If require any missing data; then choose suitably.

SECTION A

1. **Attempt** *all* **questions in brief.**   **2 x 7 = 14**

a.	Define Job specifications.
b.	What is work study?
c.	Define duty Rota.
d.	What do you mean by refurbishing?
e.	What is area inventory list?
f.	What do you understand by split shift?
g.	What do you mean by frequency schedule?

SECTION B

2. **Attempt any** *three* **of the following:**   **7 x 3 = 21**

a.	Define Par stock. How it helps the hotel in smooth functioning.
b.	What are the benefits of time and motion study?
c.	Prepare a SOP of bed making with proper format.
d.	How can stock control minimise pilferage? Explain.
e.	Discuss the importance of budget.

SECTION C

3. **Attempt any** *one* **part of the following:**   **7 x 1 = 7**

| a. | What are the pricing methods of contract services? |
| b. | What is refurbishment? What is the role of the housekeeping department during refurbishment? |

4. **Attempt any** *one* **part of the following:**   **7 x 1 = 7**

| a. | Discuss the various methods of purchasing with their advantages and disadvantages. |
| b. | Briefly explain what are the stages in work study and how it will assist the Supervisor in the Housekeeping Department. |

5. **Attempt any** *one* **part of the following:**   **7 x 1 = 7**

| a. | What are the various factors one should look into before awarding a contract job for the housekeeping department of a hotel? |
| b. | Compare the advantages and disadvantages of contract services in a hotel. |

6. **Attempt any** *one* **part of the following:**   **7 x 1 = 7**

| a. | What are the precautions one has to take while dealing with the situation of death in a hotel? |
| b. | Explain how will you handle VIP guests in a star category hotel. |

7. **Attempt any** *one* **part of the following:**   **7 x 1 = 7**

| a. | What are the steps involved for making duty roaster? |
| b. | Describe the stages in purchasing. |