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SEAT No. _____

No. of Printed/Pages : 1

SARDAR PATEL UNIVERSITY

F.Y.B.B.A (HM) Examination

Semester – 2nd (3 yrs)

Subject: - Housekeeping Operation – I

Code: - UM02CBBH12

Date: - 04/04/2018

Time: - 02: 00 To 04: 00 PM

Day: - Wednesday

Mark: - 60

- Q. 1. Define Co-ordination. What are the aspects on which housekeeping department co-ordinate with other department of hotel? Explain. (15)

OR

- Q. 1. Draw the organization structure of housekeeping department and explain duties and attributes of housekeeping personnel. (15)

- Q. 2. What are the various cleaning equipments used in cleaning programme of 5-star hotel? Explain. (15)

OR

- Q. 2. What is cleaning agent? Explain the different cleaning agent used in housekeeping department of hotel. (15)

- Q. 3. What are the different types of "carpet"? Explain the process of cleaning carpets. (15)

OR

- Q. 3. What equipment and supplies is used for cleaning Terrazzo, Marble, Granite and Vinyl floor? Explain. (15)

- Q. 4. What are the aims and general principles of "First Aid"? List out the content of first aid box. (15)

OR

- Q. 4. What is the approach of holding and transporting of injured person? Explain the "ABC" of artificial respiration. (15)

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