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SARDAR PATEL UNIVERSITY

BBA (Honours) HM Examination

Semester – III (3 yrs)

Subject: - Housekeeping Operation - II

Code: - UM03CBBH12

No. of printing page : 04

Date: - 22/11/2017

Time: - 02: 00 To 04: 00 PM

Day: - Wednesday

Mark: - 60

Q. 1. (A) What is "Par stock"? Explain the procedure of "Inventory" in 5 – star hotel. (Where hotel ABC is of ten twin bed room) (08)

Q. 1. (B) What is "Equipment Record"? Explain with the help of format. (07)

OR

Q. 1. What are the various housekeeping reports? Explain with the help of format. (15)

Q. 2. (A) Draw the layout of "commercial laundry". Discuss in brief. (07)

Q. 2. (B) What is "Dry cleaning"? Explain the laundry cleaning agent. (08)

OR

Q. 2. What is the commercial laundry equipments used in laundry department? Explain the commercial laundry operation. (15)

Q. 3. (A) Classify fibers. Discuss in brief. (07)

Q. 3. (B) What are the "Finishes" given to the fabrics? Explain. (08)

OR

Q. 3. What are the different fabrics used in hotel industry? Explain soft furnishing, characteristics and common uses in hotel. (15)

Q. 4. (A) What do you mean by "Duty roster"? Prepare duty roster for three shifts for housekeeping department, (Where hotel is of twenty rooms). (08)

Q. 4. (B) What are the "new trends" in hotel industry? Explain. (07)

OR

Q. 4. What are the different types of "Contract cleaning"? Explain the advantage and disadvantage of contract cleaning. (15)

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