

59233

BHMCT 5th Semester 4 Year (2020-21)

Examination, January-2026

Housekeeping Management

Paper : 20BHMCT503

Time allowed : 3 Hours]

[Maximum marks : 80

Note: Question No. 1 is compulsory (20 Marks). It consists of 10 short-answer type questions. Attempt any five questions from Questions 2 to 8. Each question carries 12 Marks.

1. Answer in about 50 words :
- Define housekeeping budgeting.
 - Distinguish between operational and capital budget.
 - Write two merits of in-house laundry.
 - Name two stain removal agents.
 - Define boutique hotel.
 - What is an area inventory list?
 - Mention two features required for guest bathrooms in suites.

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- Write two special provisions for children in hotels.
 - List any two interdepartmental coordination points of housekeeping.
 - What is manpower planning?
- Explain the concept and importance of housekeeping budgeting with examples.
 - Discuss the merits and demerits of contract laundry in hotels.
 - Explain the planning process of guest rooms and bathrooms in hotels.
 - Discuss the features and modifications required for handicapped guests in guest rooms and public areas.
 - Explain the laundry flow process with a neat diagram.
 - Describe the role of performance standards, productivity standards, and SOPs in housekeeping operations.
 - How should housekeeping handle complaints from typical market segments like single lady guests and airline crew?

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