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**BHMHMCN 202**

**II Semester B.H.M. Degree Examination, September 2022  
(NEP 2020)  
(2021 – 22 Batch Onwards)  
ROOMS DIVISION MANAGEMENT – II (DSCC)**

Time : 2 Hours

Max. Marks : 60

**PART – A**

1. Answer in brief **any five** questions from the following : **(5×2=10)**
- I) On change
  - II) Front of the house
  - III) Housekeeping desk control
  - IV) Buffing
  - V) Outsourcing
  - VI) Master Key
  - VII) Mitering
  - VIII) Lanai Room.

**PART – B**

- Answer in short **any four** questions from the following : **(4×5=20)**
- 2. Draw a layout of the On Premises Laundry and mark the facilities.
  - 3. Classify housekeeping equipment with the examples.
  - 4. Write the qualities of housekeeping staff.
  - 5. Explain the turn down service.
  - 6. Write a brief note on floor pantry.
  - 7. Draw an organization structure of a large Hotel.

**P.T.O.**



**PART – C**

Answer in short **any three** questions from the following : **(3×10=30)**

8. Explain in detail about laundry operation with the help of Laundry cycle.
  9. Write the Job description of Guest room attendant.
  10. Discuss the housekeeping procedures adopted during Pandemic.
  11. What are public areas in hotel ? Why their regular cleaning and maintenance required ?
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