

**BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(MID SEMESTER EXAMINATION)**

**CLASS: BHMCT
BRANCH: HMCT**

**SEMESTER: I
SESSION: MO/2018**

SUBJECT: HM104 FOUNDATION COURSE IN ROOM DIVISION-I

TIME: 2 HOURS

FULL MARKS: 25

INSTRUCTIONS:

1. The total marks of the questions are 25.
 2. Candidates may attempt for all 25 marks.
 3. Before attempting the question paper, be sure that you have got the correct question paper.
 4. The missing data, if any, may be assumed suitably.
-

- Q1 (a) Define Hotel. [2]
Q1 (b) Classify hotels based on location. [3]
- Q2 (a) Explain the importance of Housekeeping department in a hotel. [2]
Q2 (b) Briefly explain the different areas of housekeeping department. [3]
- Q3 (a) List out the duties of floor supervisor in housekeeping department. [2]
Q3 (b) Draw the organization structure of housekeeping department for small hotels. [3]
- Q4 (a) What type of guestroom is a Lanai? [2]
Q4 (b) How does housekeeping department coordinate with maintenance department? [3]
- Q5 (a) Differentiate between double room and twin room. [2]
Q5 (b) List out any three qualities which you feel is extremely essential for housekeeping staff. [3]

: : : : : 12/10/2018 M : : : : :