

BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(END SEMESTER EXAMINATION)

CLASS: BHMCT
BRANCH: HMCT

SEMESTER: II
SESSION: SP/19

SUBJECT: HM111 FOUNDATION COURSE IN ROOM DIVISION-II

TIME: 3 Hours

FULL MARKS: 50

INSTRUCTIONS:

1. The question paper contains 5 questions each of 10 marks and total 50 marks.
 2. Attempt all questions.
 3. The missing data, if any, may be assumed suitably.
 4. Before attempting the question paper, be sure that you have got the correct question paper.
 5. Tables/Data hand book/Graph paper etc. to be supplied to the candidates in the examination hall.
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- Q.1(a) Explain various types mechanical cleaning equipment with their application. [5]
Q.1(b) Prepare the criteria for selection of cleaning equipment. [5]
- Q.2(a) Explain five types cleaning agents. [5]
Q.2(b) Assess the role of additives in detergent. [5]
- Q.3(a) Explain the procedure of daily cleaning of Vacant room. [5]
Q.3(b) Differentiate between Evening service and Second service. [5]
- Q.4(a) State the role of HRACC. [5]
Q.4(b) Classify different types of Heritage hotel. [5]
- Q.5(a) Explain the procedure of handling Incoming mail of a hotel. [5]
Q.5(b) Examine the causes of room change in a hotel. [5]

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