

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

**CLASS: BHMCT
BRANCH: HMCT**

**SEMESTER : II
SESSION : SP/2025**

SUBJECT: HM24111 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)	List out the principles of cleaning in detail?	[5]	CO	BL
Q.1(b)	What are the Safety factors that should be kept in mind while cleaning?	[5]	CO1	BL5 BL1
Q.2(a)	Write a note on types of Reagents?	[5]	CO2	BL7
Q.2(b)	What are the Points to be considered when selecting cleaning agents?	[5]	CO2	BL1
Q.3(a)	Differentiate between an Evening service and Second service?	[5]	CO3	BL1
Q.3(b)	Write a note on SOP (Standard Operating Procedure) for dealing with DND Rooms?	[5]	CO3	BL7
Q.4(a)	Write a note on types of Heritage hotels?	[5]	CO4	BL7
Q.4(b)	What type of documentation needs to be provided by hotels for applying for classification?	[5]	CO4	BL8
Q.5(a)	What is the Procedure for Guestroom change in hotels?	[5]	CO5	
Q.5(b)	Write a note on Paging in front office department?	[5]	CO5	

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