

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BBA IN HOSPITALITY & TOURISM (BBAHT)**  
**EXAMINATION: DECEMBER 2022**  
**FOURTH SEMESTER**

**Subject : - House Keeping – IV (HT18-124413)**

**Date: 13/12/2022**

**Total Marks: 60**

**Time: 10.00 am to 12.30 pm**

- Instructions:**
- 1) Each question carries 10 marks.
  - 2) Q1.Is compulsory
  - 3) Attempt any 05 questions from Q2 to Q8.
  - 4) Draw neat labeled diagrams wherever necessary.

- Q. 1. Answer in 2-3 sentences (10)**
1. Mister
  2. Secateurs
  3. Kenzan
  4. Composting
  5. Lead time composting
  6. Wreath
  7. Pest
  8. Non recycled inventory
  9. Foliage arrangement
  10. Zero based scheduling
- Q. 2. Answer in detail (05)**
1. List down the symptoms and eradication methods for the following pets:  
a. Rodents    b. Mosquitoes
  2. Write a detailed note on : Ikebana Floral Art (05)
- Q. 3. Write short notes: (05)**
1. Write the special duties of a floor supervisor. (05)
  2. Define an Ecotel. List 10 eco friendly practices followed by the housekeeping department in a hotel. (05)
- Q. 4. Answer the following (10)**
1. What do you understand by a “Complaint is a boon in disguise. List 5 ways that a complaint helps an organization to excel
  2. List down in chart form different equipment and mechanics required for a flower arrangement
- Q. 5. Answer the following (05)**
1. List the consideration to be kept in mind while planning a duty chart. (05)
  2. With the help of a flowchart list types of Budgets (05)
- Q. 6. Write a detailed note on 5 methods of purchasing with examples . (10)**
- Q. 7. Explain with a diagram any 5 design techniques (10)**
- Q. 8. Explain in detail with examples “Operating budget in the housekeeping department. (10)**