

**B. A. IN FACILITY AND SERVICES  
MANAGEMENT (BAFSM)**

**Term-End Examination**

**December, 2024**

**BFO-008 : MANAGING HOUSEKEEPING  
OPERATIONS**

*Time : 3 Hours*

*Maximum Marks : 100*

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**Note :** Answer any *five* questions in about  
**600** words each. All questions carry equal  
marks.

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1. List the skills required to become an efficient housekeeping personnel and briefly explain each. 20
2. Discuss different types of polishes used in housekeeping department. How are they different from each other ? 20
3. Briefly explain different types of mechanical equipments used in the hotels. 20
4. Briefly explain the importance of ergonomics in a workplace. 20

5. List *five* common pests you may find in facilities and briefly explain their characteristics and method of their eradication. 20
6. Define retail management. Briefly explain the importance of cleaning in the large retail facilities like malls. 20
7. What are the different types of sports facilities and how do their cleaning requirements vary ? 20
8. Explain the principles of Interior Design in detail. 20
9. What is the importance of lighting in Interior Decoration ? Discuss its types. 20
10. Write short notes on any ***four*** of the following : 4×5=20
- (a) Routine cleaning
  - (b) Plant propagation
  - (c) Munsell Colour System
  - (d) Types of walls
  - (e) Hard water

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