

No. of Printed Pages : 3

**BFO-008**

**B. A. IN FACILITY AND SERVICES  
MANAGEMENT (BAFSM)  
Term-End Examination  
December, 2025**

**BFO-008 : MANAGING HOUSEKEEPING  
SERVICES**

*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 various types of polishes used in housekeeping and briefly describe any *two* of them. 20
2. What are various types of cleaning equipment ? Briefly explain various manual cleaning equipments used for cleaning. 20

3. Write short notes on any *four* of the following : 4×5=20
- (i) Dusting
  - (ii) Care and Cleaning wet mops
  - (iii) Classification of wood
  - (iv) Care and cleaning of Leather
  - (v) Types of Rubber
4. What do you mean by term "Manure" ?  
What are various types of manure ?  
List the advantages of manure in horticulture. 20
5. What are various sections in housekeeping department of hotel ? Briefly describe each. 20
6. List the various materials needed for flower arrangement and describe them briefly. 20
7. Write a note on 'Prang's Colour System. 20

[ 3 ]

8. As a facility manager what points you will keep in mind while selecting floor covering of the accommodation unit. 20
9. What are various types of wall covering ? Briefly explain each. 20
10. Write short notes on any *two* of the following : 2×10= 20
- (a) Hard Floor Covering
  - (b) Care and Maintenance of Carpets
  - (c) Cleaning procedure in Office Premises

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