

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

**Term-End Examination**

**June, 2025**

**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. What are the attributes of a good housekeeper ? 20
2. Explain how floor sealers can increase the life of the floor surface and describe different types of floor sealers. 20
3. Explain briefly different types of manual equipments used by hotel housekeeping. 20
4. Write a note on 'Designing Ergonomic Work Spaces'. 20

5. What do you understand by the term 'healthcare facility' ? Briefly explain the importance of cleanliness in the healthcare institutions. 20
6. Briefly explain the role of a public area supervisor in the housekeeping department. 20
7. What are the key components of a cleaning checklist, and how does it contribute to efficient ? 20
8. What are the key factors to be kept in mind while designing interiors for the physically challenged ? 20
9. What do you understand by the term 'Interior Decoration' ? Discuss Prang's Colour Scheme in detail. 20
10. Write short notes on any *four* of the following : 4×5=20
- (a) Periodic Cleaning
  - (b) Garden Weeds
  - (c) Types of Hard Flooring
  - (d) Types of Wall Covering
  - (e) Detergents

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