



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BHM (OLD)/SEM-1/HM-103/2009-10**

**2009**

**HOUSEKEEPING**

Time Allotted : 3 Hours

Full Marks : 70

*The figures in the margin indicate full marks.*

*Candidates are required to give their answers in their own words  
as far as practicable.*

**GROUP – A  
( Objective Type Questions )**

1. Define the following : 10 × 1 = 10

i) DND

ii) Crib

iii) Dirty dozen

iv) OOO

v) Casters

11907

[ Turn over

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vi) Double lock

vii) Scanty Baggage

viii) Twin room

ix) Skipper

x) SPATT.



**GROUP – B**

**( Short Answer Type Questions )**

Write short notes on any *three* of the following.

$3 \times 5 = 15$

2. Amenities provided in guest room.
3. Bathroom supplies.
4. VIP amenities.
5. Function of H.K. Department.

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**GROUP – C**

**( Long Answer Type Questions )**

Answer any *three* of the following.  $3 \times 15 = 45$

6. Explain the term spring cleaning in guest room.
7. Write short notes on the following :
  - a) Second service
  - b) Evening service
8. Explain the attributes of a housekeeper
9. Explain the procedure of room & toilet cleaning.

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