	Utech
Name:	
Roll No.:	The Bank of Samuely and Explant
Invigilator's Signature :	

CS/BHMCT/SEM-1/HM-104/2012-13 2012

FOUNDATION COURSE IN HOUSEKEEPING

Time Allotted: 3 Hours Full Marks: 70

The figures in the margin indicate full marks.

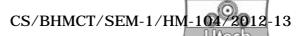
Candidates are required to give their answers in their own words as far as practicable.

GROUP - A (Objective Type Questions)

1.	Ans	wer the following question: $10 \times 1 = 10$
	i)	is a room with kitchen facility
		attached to it.
	ii)	department ensures cleaning and
		comfort in safe and secure environment.
	iii)	helps to remove soil without raising
		dust.
	iv)	room usually doesn't have beds.
110	5	[Turn over

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BHWC1/SEW-1/HW-104/2012-13						
v)	Hoo	overing is a term used f				
	a)	Polishing	b)	Dry washing		
	c)	Vacuum cleaning	d)	none of these.		
vi)	Upright vacuum cleaner is used to clean					
	a)	Marble floor	b)	upholstered furniture		
	c)	carpets	d)	none of these.		
vii)	Abrasive is a kind of					
	a)	Furniture	b)	Paint		
	c)	Cleaning agent	d)	Polish.		
viii)	The first step while cleaning a room is					
	a)	Dusting	b)	Sweeping		
	c)	Moping	d)	Vacuum cleaning.		
ix)	'Silver Dip Method' is applied for the purpose of					
	a)	Cleaning	b)	Training		
	c)	Painting	d)	none of these.		
x)	The supervisor of Cloak Room Attendants is					
	a) Control desk supervisor					
	b) Public area supervisor					
	c) Lenen room supervisor					
	d)	none of these.				



GROUP - B

(Short Answer Type Questions)

Answer any three of the following.

- 2. What is the specialty about Cabana?
- 3. What is importance of co-ordination between Housekeeping and Maintenance Department?
- 4. What are the different types of gate passes? Prepare a sample gate pass.
- 5. What are abrasives? Discuss their uses.
- 6. What are the characteristics of good cleaning equipment?

GROUP - C

(Long Answer Type Questions)

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

- 7. Give a layout of Housekeeping department. Explain the importance and role of Housekeeping Control Desk and Linen Room in the Hotel.
- 8. What is importance of Housekeeping in any Hotel? Give the organisation of housekeeping Department for a large hotel?

5 + 10

- 9. What is a detergent ? What should be the properties of an ideal detergent ? 5 + 10
- 10. Discuss the lost and found procedure with appropriate formats.
- 11. What are the attributes and qualities of a housekeeping staff? List down the responsibilities of Housekeeping department.