



Name :

Roll No. :

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. Answer the following question : 10 × 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.

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- v) Hoovering is a term used for
- 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. $3 \times 5 = 15$

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. $7 + 8$
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. $8 + 7$