



Name :

Roll No. :

Invigilator's Signature :

CS/BHM-CT/SEM-1/HM-104/2009-10

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

(Multiple Choice Type Questions)

1. Choose the correct alternatives for the following :

10 ∞ 1 = 10

- i) Which is the first step from the following options while cleaning a room ?
 - a) Dusting
 - b) Sweeping
 - c) Vacuum cleaning
 - d) Moping.
- ii) Surfactants are the main ingredients of
 - a) scouring powder
 - b) detergents
 - c) mirror cleansers
 - d) lavatory cleansers.
- iii) The correct name for the wash basin is
 - a) wash hand basin
 - b) bidet
 - c) lavatory basin
 - d) sink.



- iv) The most suitable equipment for removing dust from an upholstered chair is a
- a) damp cloth
 - b) stiff brush
 - c) vacuum cleaner attachment
 - d) soft brush.
- v) In a busy hotel, in which room generally maids give the first service ?
- a) An occupied room
 - b) A vacated room
 - c) A vacant room
 - d) A let room.
- vi) A daily clean would normally be given to a room which is
- a) vacant
 - b) vacated
 - c) occupied
 - d) a departure.
- vii) Room maids are normally supervised by the
- a) Deputy housekeeper
 - b) Housekeeper
 - c) Head housekeeper
 - d) Floor housekeeper.
- viii) When there is a "DND" notice on the door, the room maid should
- a) ignore it
 - b) make a note of it & return later
 - c) enter the room
 - d) tell the housekeeper.



- ix) Cleaners do not normally work in
- a) corridors
 - b) public rooms
 - c) guest rooms
 - d) offices.
- x) Silver dip removes tarnish because it is an
- a) alkali
 - b) acid
 - c) abrasive
 - d) organic solvent.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following. $3 \times 5 = 15$

2. Write the importance of a floor pantry in brief with a neat layout sketch. 5
3. Explain the lost and found procedure followed in standard hotels. 5
4. Explain how control desk co-ordinates with front office and maintenance departments. 5
5. Write the importance and utility of paging system in housekeeping. 5

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GROUP – C

(Long Answer Type Questions)

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

6. What are the duties and responsibilities of executive housekeeper in a 5 star hotel ? Draw a hierarchy of housekeeping department in a big hotel.
7. What is the importance of housekeeping in hotel industry ? What are the qualities one must look for while appointing housekeeping staff ?
8. Explain how the housekeeping department co-ordinates with front office and maintenance department.
9. Classify cleaning agents with examples. What are the essential qualities of a good detergent ?
10. What are the factors you will consider while selecting cleaning equipment ? Draw a neat layout of a double room.

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