



Name :

Roll No. :

Invigilator's Signature :

CS/BHMCT/SEM-1/HM-104/2010-11
2010-11
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 : $10 \times 1 = 10$

i) Hoovering is a term used for

- | | |
|--------------------|-----------------|
| a) Polishing | b) Dry washing |
| c) Vacuum cleaning | d) Dry washing. |

ii) Dustette is a type of

- | | |
|-------------------|-------------------|
| a) Cleaning agent | b) Polish |
| c) Vacuum cleaner | d) None of these. |

iii) Abrasive is a kind of

- | | |
|-------------------|------------|
| a) Furniture | b) Paint |
| c) Cleaning agent | d) Polish. |

CS/BHMCT/SEM-1/HM-104/2010-11



iv) Cabana is associated with

- a) Kitchen
- b) Cleaning agent
- c) Changing room
- d) Swimming pool.

v) Lanai is associated with

- a) Furniture
- b) Equipment
- c) Guest room
- d) Swimming pool.

vi) Upright vacuum cleaner is used to clean

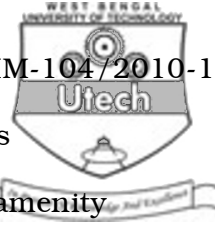
- a) Carpets
- b) Marble floor
- c) Upholstered furniture
- d) None of these.

vii) 'Disinfected strip' is placed around

- a) The basin
- b) The toilet seat
- c) The telephone
- d) None of these.

viii) Second service is associated with

- a) Food and beverage service
- b) Housekeeping
- c) Front office
- d) None of these.



- ix) Flowers in guest rooms are considered as
- a) Guest supply b) Guest amenity
c) Guest loan item d) None of these.
- x) Vanity unit is found in
- a) Floor pantry b) Kitchen
c) Bathroom d) None of these.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following. 3 × 5 = 15

2. Give the meanings of any *five* of the following :
- a) Lanai
b) Quad
c) Squeeze
d) Crib
e) Scanty baggage
f) Tarnish.
3. Define cleaning. Why do we clean ?
4. Draw a layout of a twin room.
5. Write a note on cleaning of leather.
6. How is lost and found articles classified ?
7. Write a short note on gate passes.

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GROUP – C

(Long Answer Type Questions)

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

8. Write down the attributes of a housekeeping staff. Prepare the organization chart of HK department in a small hotel.
9. How does housekeeping coordinate with the following ?
 - a) Front office
 - b) Maintenance
 - c) Food and Beverage department.
10. What is the role of a control desk ? List down the records and registers maintained by HK control desk.
11. What are cleaning agents ? Discuss their classification and write a short note describing each category of cleaning agent briefly.
12. Draw a layout of HK dept. and briefly define all its sub-sections.

