





ENGINEERING & MANAGEMENT EXAMINATIONS, JUNE – 2009
HOUSEKEEPING, HYGIENE AND SANITATION
SEMESTER - 2



Time : 3 Hours]

[Full Marks : 70

GROUP – A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for the following : 10 × 1 = 10
- i) Abrasive is a type of
- | | | |
|------------------|-------------------|--------------------------|
| a) Furniture | b) Cleaning agent | |
| c) Wall covering | d) Pesticide. | <input type="checkbox"/> |
- ii) 'Hoovering' is a term used for
- | | | |
|--------------------|----------------|--------------------------|
| a) Polishing | b) Dry washing | |
| c) Vacuum cleaning | d) Scrubbing. | <input type="checkbox"/> |
- iii) White cement is used to prepare
- | | | |
|-------------------------|---------------------|--------------------------|
| a) Granolithic floor | b) Terrazzo floor | |
| c) Resin seamless floor | d) Magnesite floor. | <input type="checkbox"/> |
- iv) Magnesite oxychloride flooring is used in
- | | | |
|---------------|--------------|--------------------------|
| a) Corridors | b) Laundry | |
| c) Linen room | d) Bathroom. | <input type="checkbox"/> |
- v) 'Thermoplastic' is nothing but a type of
- | | | |
|--------------|-----------------|--------------------------|
| a) Furniture | b) Floor finish | |
| c) Curtain | d) Detergent. | <input type="checkbox"/> |



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vi) 'Pile' is associated with

a) Food

b) Granite floor finish

c) Linen d)

Carpet.



vii) Perchloroethylene is a type of

a) Detergent

b) Dry cleaning agent

c) Floor finish

d) Adhesive.

viii) The most suitable material used for kitchen uniform is

a) Synthetics

b) Silk

c) Terry cotton

d) Cotton.

ix) Cuprinol is a type of

a) Detergent

b) Equipment

c) Pesticide

d) Wall covering.

x) Oxalic acid is used to remove

a) Coffee stain

b) Blood stain

c) Protein stain

d) Iron rust stain.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following questions.

3 × 5 = 15

2. Describe the lost and found procedure followed in standard hotels.
3. Write a note on personal hygiene of employees in hotel operations.
4. Describe the importance of control desk notice board.
5. Write a short note on protective clothing for hotel employees.
6. Write the different types of floor cleaning mechanical equipment used in housekeeping.



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GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following questions.



3 × 15 = 45

7. What are floor seals ? What precautions should be taken while applying seals ? 5 + 10
8. Draw a neat picture of a chambermaid's trolley with proper labelling and write its importance in housekeeping. 5 + 10
9. Write the sources of water pollution. Point out how and where water is used in hospitality industry. Describe the health effects of water pollution. 3 + 5 + 7
10. What is air pollution ? How can hotels reduce air pollution ? 5 + 10
11. What are pests ? Write the importance of pest control. Explain the procedures followed in hospitality establishments for the prevention and control of pests.

2 + 5 + 8

END