HOUSEKEEPING OPERATION-I (SEMESTER - 2)

CS/BHM(N)/SEM-2/HM-204/09 1. Signature of Invigilator 2. Reg. No. Signature of the Officer-in-Charge Roll No. of the Candidate CS/BHM(N)/SEM-2/HM-204/09 ENGINEERING & MANAGEMENT EXAMINATIONS, JUNE – 2009

HOUSEKEEPING OPERATION-I (SEMESTER - 2)

Time: 3 Hours | Full Marks: 70

INSTRUCTIONS TO THE CANDIDATES:

- 1. This Booklet is a Question-cum-Answer Booklet. The Booklet consists of **32 pages**. The questions of this concerned subject commence from Page No. 3.
- 2. a) In **Group A**, Questions are of Objective type. You have to answer the questions in the space provided **marked** "**Answer Sheet'**.
 - b) For **Groups B** & **C** you have to answer the questions in the space provided marked 'Answer Sheet'. Questions of **Group B** are Short answer type. Questions of **Group C** are Long answer type. Write on both sides of the paper.
- 3. **Fill in your Roll No. in the box** provided as in your Admit Card before answering the questions.
- 4. Read the instructions given inside carefully before answering.
- 5. You should not forget to write the corresponding question numbers while answering.
- 6. Do not write your name or put any special mark in the booklet that may disclose your identity, which will render you liable to disqualification. Any candidate found copying will be subject to Disciplinary Action under the relevant rules.
- 7. Use of Mobile Phone and Programmable Calculator is totally prohibited in the examination hall.
- 8. You should return the booklet to the invigilator at the end of the examination and should not take any page of this booklet with you outside the examination hall, **which will lead to disqualification**.
- 9. Rough work, if necessary is to be done in this booklet only and cross it through.

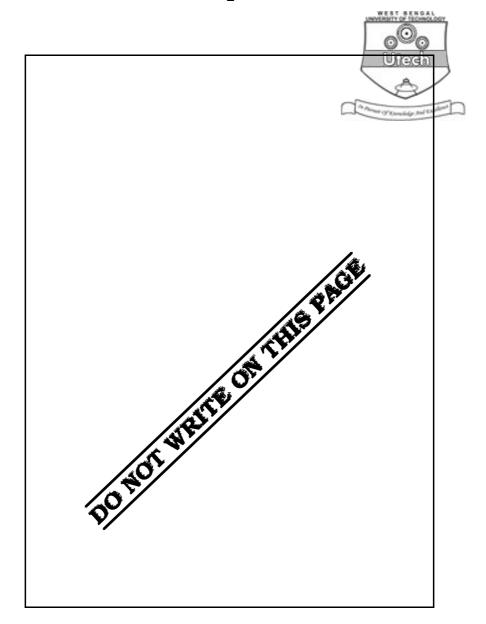
No additional sheets are to be used and no loose paper will be provided

FOR OFFICE USE / EVALUATION ONLY Marks Obtained Group - A Group - B Group - C Question Number Marks Obtained Marks Obtained

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ENGINEERING & MANAGEMENT EXAMINATIONS, JUNE - 2009 HOUSEKEEPING OPERATIO **SEMESTER - 2**

Time: 3 Hours] [Full Marks: 70

GROUP - A

(Objective Type Questions)

1.	Fill in the blanks:											
	a)	, ,										
	b)	is the other name for evening service.										
	c)	A lobby should be cleaned during										
	d)	can be prepared with discarded linen.										
2.	Matcl	h the following :			5 × 1 = 5							
	a)	Fire	i)	Inventory								
	b) Public areaii) Smoke detectorc) Cockroachiii) Uniform											
	d)) Par stock iv) Kitchen										
	e) Tailor room v) Banquet Hall.											
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GROUP – B

(Short Answer Type Questions)



 $3 \times 5 = 15$

- 3. Designing of uniform.
- 4. F & B linen.
- 5. Hotel security system.
- 6. Guest amenities.
- 7. First-aid box.
- 8. Spring cleaning.
- 9. Room inspection check list.

GROUP - C

(Long Answer Type Questions)

Answer any three of the following.

 $3 \times 15 = 45$

- 10. Classify fire. Write in brief about different types of fire extinguishers and their uses. List the other devices used in a hotel to combat fire. 4 + 6 + 5
- 11. Draw the layout of a linen room. What are the selection criteria of linen? Design a uniform for the room attendant of a five star hotel and mention the criteria on which the uniform has been designed. 4 + 4 + 7

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- 12. Write the area found and eradication method of any five common pests found in a hotel. What first-aid is applied to the following patients? 10 + 5
 - a) Heart attack
 - b) Burns.
- 13. Write in brief the linen inventory system. What are the activities of a tailor room? Explain the evening service step by step. 5 + 5 + 5
- 14. Name the types of cleaning agents and equipment used in lobby area.

END