	Utech
Name:	A
Roll No.:	In Assessing and Explana
Invigilator's Signature :	

## CS/BHMCT (NEW)/SEM-2/HM-204/2011

### 2011

### **HOUSEKEEPING OPERATION - I**

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) Fires in flammable metals are
    - a) class-A
- b) class-B
- c) class-C
- d) none of these.
- ii) Carbon Monoxide detectors is a type of
  - a) fire extinguisher
- b) safety equipment
- c) first-aid tool
- d) none of these.
- iii) The linen room is always situated beside
  - a) executive housekeeper's office
  - b) flower room
  - c) laundry
  - d) control desk.

2162 [Turn over

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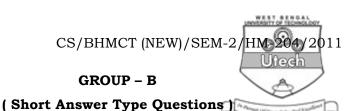


- iv) Evening service is also known as
  - a) turn down service
- b) second service
- c) valet service
- d) none of these.
- v) Wooden over coat is a uniform used for
  - a) doorman
- b) security personnel

c) drivers

- d) utility workers.
- vi) Master key belongs to the
  - a) G.M.

- b) floor supervisor
- c) room attendant
- d) public area supervisor.
- vii) Which of the following are attacked by fungi?
  - a) polished furniture
- b) carpet
- c) damp cloth
- d) none of these.
- viii) Always use cold running water in case of
  - a) minor burn
- b) wound
- c) fainting
- d) none of these.
- ix) The size of a double bed is
  - a)  $10'' \times 10''$
- b) 50" × 56"
- c) 90" × 100"
- d)  $90'' \times 108''$ .
- x) For class-A fire the required extinguisher is
  - a) soda acid
- b) CO<sub>2</sub> foam
- c) CO<sub>2</sub> fog
- d) none of these.



- 2. Write short notes on any three of the following:  $3 \times 5 = 15$ 
  - a) Turn down service
  - b) First Aid for heart attack
  - c) Lay-out of linen room (please draw)
  - d) Spring cleaning
  - e) Carpet beetles.

#### GROUP - C

### (Long Answer Type Questions)

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

- 3. Write down the storage condition of a Linen room. What are the storage tips for storing linens in a Linen room. 7 + 8
- 4. Step by step write down the room and bathroom cleaning procedure in a five star hotel. 8 + 7
- 5. What are the public areas in a hotel ? Write down the cleaning procedure of all public areas separately. 3 + 12
- 6. What is First Aid? Write down in details about the medicines and equipments used in a standard first aid box.
- 7. Write down the controlling procedure of the following pests:
  - a) Cockroaches
  - b) Bed bugs
  - c) Rats
  - d) Mosquitoes

e) Ants.  $5 \times 3$ 

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