



Name :
Roll No. :
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.



- 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" × 10"
 - b) 50" × 56"
 - c) 90" × 100"
 - d) 90" × 108".
- x) For class-A fire the required extinguisher is
 - a) soda acid
 - b) CO₂ foam
 - c) CO₂ fog
 - d) none of these.



GROUP – B

(Short Answer Type Questions)

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. 5×3

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