



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BHMCT(NEW)/SEM-2/HM-204/2012  
2012**

**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) 'Sequeegee' is a type of
  - a) cleaning agent
  - b) polish
  - c) cleaning equipment
  - d) none of these.
- ii) Soda-acid extinguishers is used mainly to extinguish ..... type of fire.
  - a) Class A
  - b) Class B
  - c) Class C
  - d) none of these.
- iii) CPR is closely associated to
  - a) briefing
  - b) breathing
  - c) cleaning
  - d) none of these.



- iv) Ultrasonic sound device is used to
- a) clean floors                      b) extinguish fire  
c) control pest                        d) none of these.
- v) 'Hand caddy' is a type of
- a) fish                                    b) container  
c) utensils                              d) none of these.
- vi) 'Abrasive' is associated to
- a) cleaning agents                    b) linen  
c) equipment                          d) none of these.
- vii) 'Seamstress' is the other term of
- a) GRA                                    b) valet  
c) tailor                                 d) none of these.
- viii) 'Chamois' is the term associated to
- a) furniture                              b) floor  
c) metal                                 d) none of these.
- ix) 'OPL' is associated to
- a) laundry                                b) cleaning supply  
c) first aid                               d) none of these.
- x) 'Scanty baggage' is associated to
- a) guest                                  b) public area  
c) laundry                                d) none of these.



**GROUP - B**

**( Short Answer Type Questions )**

Write short notes on any *three* of the following.  $3 \times 5 = 15$

2. Fire warning systems
3. Biological pest control
4. Wood rot
5. Centralized vacuum
6. Linen discard management.

**GROUP - C**

**( Long Answer Type Questions )**

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

7. Give a layout of Linen Store. Explain the ideal storage condition on Linen store. Discuss the process for linen exchange.
8. What is the importance of pest control in hotels ? Discuss the different control measures used by Housekeeping for Pest control taking Cockroaches and mosquitoes as examples.
9. What are the different areas which are prone to accidents in Housekeeping ? How can the planning be done to prevent accidents ?

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10. State step by step procedure for cleaning a check out room.  
What are various supplies given in the guest bathroom ?
  
  11. How do supervisors contribute to proper utilization of manpower and money in Housekeeping ? What are the typical areas which are neglected during cleaning but require a special attention ?
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