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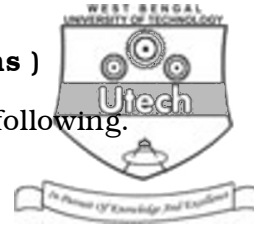
**ENGINEERING & MANAGEMENT EXAMINATIONS, JUNE – 2009****HOUSEKEEPING  
SEMESTER – 4**

Time : 3 Hours ]

Full Marks : 70

**GROUP – A****( Objective Type Questions )**

1. Fill in the blanks : 10 × 1 = 10
- i) The stem of the flex plant is called .....
  - ii) The other name for slip cloth is .....
  - iii) A foliage which can be used in a flower arrangement is .....
  - iv) Another name for laundry service is .....
  - v) Laundry equipment used for ironing bed sheets is called .....
  - vi) Lipstick stain can be removed with .....
  - vii) Name of any one organic solvent is .....
  - viii) Name of any one dry cleaning reagent is .....
  - ix) The process of interlacing yarns to make a fabric is called .....
  - x) A place where the washing and finishing of clothes and other washable articles can be done is called .....

**GROUP – B****( Short Answer Type Questions )**Write short notes on any *three* of the following.

3 × 5 = 15

2. Ikebana.
3. Detergents.
4. Guest laundry.
5. Principles of flower arrangement.
6. Relationship between housekeeping and maintenance department.
7. Recycling of linen.
8. Establishing par stock.

**GROUP – C****( Long Answer Type Questions )**Answer any *three* of the following questions.

3 × 15 = 45

9. Discuss laundry under the following heads :
  - a) Planning
  - b) Layout
  - c) Equipment.
10. Discuss stain removal under the following heads :
  - a) Classification of stains
  - b) Identification of stains
  - c) General methods involved in stain removal.



11. Describe the laundry cycle. Mention the advantages of an on-premise laundry.
12. What are the general criteria for selecting articles of linen in hotels ? Mention the different methods of purchasing the same.
13. Mention in detail, the pest control procedures followed in the hotel you have trained. Also mention the control & eradication method for mosquitoes, cockroaches, lizards.
14. Should hotels outsource the flower arrangements ? Discuss with reasons. Discuss the importance of flower arrangements in hotels.



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END