



Name :

Roll No. :

Invigilator's Signature :

CS/BHMCT (NEW)/SEM-4/HM-404/2011

2011

HOUSEKEEPING MANAGEMENT

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

(Objective Type Questions)

1. Fill in the blanks of the following : 10 × 1 = 10

- i) Hotel expense on FFE falls under budget.

- ii) Hotel expense on pest control falls under
budget.

- iii) Hiring employees by taking into account the actual
occupancy for a specific period of time is called
as scheduling.

CS/BHMCT (NEW)/SEM-4/HM-404/2011



- iv) Hydro-extractor is a type of mechanical equipment used in
- v) In standard laundries, chewing gum stain is removed by
- vi) For cleaning and disinfecting the water of swimming pool gas is used.
- vii) A conscious business decision to move internal work to an external provider is called as
- viii) The small bed provided for the children in guestroom from housekeeping is called as
- ix) The process of separating soiled linen into different categories is called as
- x) The reagent generally used in dry cleaning process is



GROUP – B

(Short Answer Type Questions)

Write short notes on any *three* of the following.

3 × 5 = 15

2. Productivity standard.
3. Leisure facilities.
4. Dry cleaning.
5. Solar energy.
6. Boutique hotel.

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. 3 × 15 = 45

7. Write the importance of preparing a budget of housekeeping.
Write the categories of budget.
8. Write the essential points to be considered while building an in-house laundry in a five star category hotel.
9. Write the types of housekeeping services generally outsourced. Write the advantages and disadvantages of outsourcing.

5 + 10

CS/BHMCT (NEW)/SEM-4/HM-404/2011



10. Explain the energy conservation techniques followed in ecotels. Explain the modifications and features generally added in the rooms for handicapped guests. 6 + 9

11. Explain how hotel housekeeping department co-ordinates with other departments.
