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Name:	
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Invigilator's Signature :	

CS/BHMCT/SEM-4/HM-404/2012

2012

HOUSE KEEPING 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 (Multiple Choice Type Questions)

- 1. Choose the correct alternatives for the following : $10 \times 1 = 10$
 - i) Person responsible for collecting the guest laundry is
 - a) room boy
- b) attendant

c) valet

- d) none of these.
- ii) The stain removing agent for nail polish stain is
 - a) ammonia
- b) acetone solution
- c) salt solution
- d) acetic acid.
- iii) The cool deck is used in ecotels beside the
 - a) lobby

b) swimming pool

c) bar

d) none of these.

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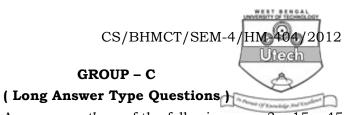
One example of dry cleaning material is iv) carbon tetrachloride b) acetone methylated spirit hydrogen peroxide. c) d) v) Purchasing of furniture & fixtures comes under the operating budget capital budget a) b) master budget none of these. c) Suzie is used in vi) front office a) restaurant b) c) rooms d) none of these. Audio-visual emergency warning devices are given in a a) suite room b) duplex room conference room d) none of these. c) viii) The area inventory list is prepared by the executive housekeeper b) floor supervisor none of them. c) general manager d) Vermiculture is a part of ix) a) motel b) resort c) ecotel d) boutique hotel. Example of a scorch stain is x) medicine a) b) grease d) none of these. c) grass

GROUP - B

(Short Answer Type Questions)

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

- 2. Washing machine.
- 3. Hydro-extractor.
- 4. Calender/Flat work iron.
- 5. Cuff and collar press.
- 6. Contract services in housekeeping.



Answer any three of the following.

- $3 \times 15 = 45$
- 7. What is O.P.L. ? Explain the merits and demerits of O.P.L. What are the general criteria for setting of O.P.L. ?
- 8. Define budget. Explain the different types of budget along with example.
- 9. Define frequency schedule, productivity standard and performance standards.
- 10. Define duty roster. Plan a duty roster for a hundred rooms hotel
- 11. Explain the concept of Boutique Hotels.

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