



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BHMCT (N)/SEM-4/HM-404/2010  
2010**

**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
- a) Hotel expense on FFE falls under ..... budget.
  - b) Hotel expense on pest control falls under ..... budget.
  - c) Hiring employees by taking into account the actual occupancy for a specific period of time is called as ..... scheduling.
  - d) Hydro extractor is a type of mechanical equipment used in .....
  - e) In standard laundries, chewing gum stain is removed by .....

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- f) For cleaning and disinfecting the water of swimming pool ..... gas is used.
- g) A conscious business decision to move internal work to an external provider is called as .....
- h) The small bed provided for the children in guestroom from housekeeping is called as .....
- i) The process of separating soiled linen into different categories is called as .....
- j) 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. Solar energy
- 4. Boutique hotel
- 5. Dry cleaning
- 6. Leisure facilities.



**GROUP – C**

**( Long Answer Type Questions )**

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

7. Write the importance of preparing a budget of housekeeping.  
Write the categories of budget. Explain the budget planning  
process of rooms division. 3 + 3 + 9
  
8. Write the essential points to be considered while building an  
in-house laundry in a five star category hotel. 15
  
9. Write the types of housekeeping services generally  
outsourced. Write the advantages and disadvantages of  
outsourcing. 5 + 10
  
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. 15

