



Name :
Roll No. :
Invigilator's Signature :

CS/BHMCT/SEM-4/HM-404/2013

2013

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

(Multiple Choice Type Questions)

1. Choose the correct alternatives for the following :

10 × 1 = 10

- i) Example of a mineral stain is
 - a) medicine
 - b) grease
 - c) grass
 - d) none of these.
- ii) The Dirty Dozens are checked by
 - a) executive House Keeper
 - b) floor supervisor
 - c) General Manager
 - d) none of these.



- iii) Drip irrigation is a part of
 - a) motel
 - b) resort
 - c) ecotel
 - d) boutique hotel.
- iv) Audio visual emergency warning devices are given in a
 - a) suite room
 - b) duplex room
 - c) conference room
 - d) kitchen.
- v) One example of bleaching agent is
 - a) Acetic acid
 - b) Acetone
 - c) Hydrogen peroxide
 - d) none of these.
- vi) Purchasing of guest supplies comes under
 - a) Operating Budget
 - b) Capital budget
 - c) Master budge
 - d) none of these.
- vii) One example of drycleaning material is
 - a) Carbon tetrachloride
 - b) Hydrogen peroxide
 - c) Acetone
 - d) Methylated spirit.
- viii) Hydro extractor machine is used in
 - a) Laundry
 - b) Restaurant
 - c) Rooms
 - d) Front office.
- ix) The stain removing agent for ball point ink stain is
 - a) Ammonia
 - b) ethyl alcohol
 - c) salt solution
 - d) none of these.
- x) Vermiculture is a part of
 - a) motel
 - b) hotel
 - c) ecotel
 - d) floatel.



GROUP – B

(Short Answer Type Questions)

Answer any *three* (short notes) of the following.

3 × 5 = 15

2. Packaging and presentation procedure of guest laundered items.
3. Advantages & disadvantages of contract services in House keeping department.
4. Energy conservation procedures.
5. Types of stains & stain removal.
6. Operational and Capital Budget in House Keeping department.

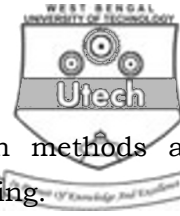
GROUP – C

(Long Answer Type Questions)

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

7. What is the concept of Ecotel ? Describe eco friendly guest supplies. List point wise ten environment friendly housekeeping procedure.
8. Describe in details the factors you would keep in mind while planning and designing a room for physically Handicapped guest.
9. Describe in details inter-departmental co-ordination by House Keeping department with other departments in a hotel.

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10. What are the various energy conservation methods and eco friendly concepts adopted by House Keeping.

11. Write short notes :

5 × 3

- a) Frequency Schedule
- b) Performance standard
- c) Inventory levels
- d) Manpower planning
- e) Planning Duty Roster.

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