	Uneah
Name:	
Roll No. :	The Agran (y Complete 2nd Explant)
Invigilator's Signature :	

## CS/BHM/SEM-5/HM-503/2009-10 2009 HOUSEKEEPING

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. State *True* or *False* for the following :  $10 \times 1 = 10$ 
  - j) Job description are details about how a job needs to be done.
  - ii) Hotels prefer internal sources of recruitment.
  - iii) Blinds are a type of curtains.
  - iv) Dust ruffle is use in sofas.
  - v) Arrival report is based on physical check of room done by Housekeeping Department.

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- vi) Operational budget consists of long term investments.
- vii) Glass curtain and sheer curtain means the same.
- viii) Spring Cleaning is done on weekly basis.
- ix) Valance is used to cover a pelmet.
- x) Sprinklers are used as fire prevention system.

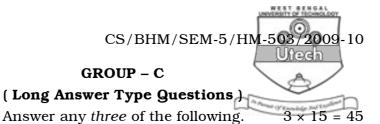
## GROUP – B ( Short Answer Type Questions )

Give difference between any three of the following.

 $3 \times 5 = 15$ 

- 2. Productivity standard and performance standard.
- 3. Job description and job specification.
- 4. Fixed staff position and flexi staff position.
- 5. Part time and flexi work hours.
- 6. Internal and external recruitment.

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- 7. What is a duty roster? What are the major points to be taken in consideration while making duty roster?
- 8. What is budget? Give two basic approaches to prepare budget. How can we prioritize budget item? Explain with example.
- 9. What is the importance of training in the housekeeping?

  Explain the different levels of training.
- 10. What are the work schedules ? Why are they required in Housekeeping Department ?

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