



Name :

Roll No. :

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 × 1 = 10
- i) 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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GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following.

3 × 15 = 45

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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