



Name :

Roll No. :

Invigilator's Signature :

CS/BHM (OLD)/SEM-5/HM-503/2010-11

2010-11

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. Write definitions of the following in short : $10 \times 1 = 10$

i) Payroll budget

ii) Runners

iii) Floor par

iv) Log book

v) Cash & carry buying

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- vi) Colour wheel
- vii) Pre-opening budget
- viii) Indenting
- ix) Job description
- x) Smoke detector.

GROUP – B

(Short Answer Type Questions)

Write short notes on any *three* of the following.

3 × 5 = 15

- 2. Fabric finishes.
- 3. Lighting.
- 4. Stock taking.
- 5. Pest control.
- 6. Scheduling.
- 7. Planning H/K.
- 8. Fumigation.



GROUP – C

(Long Answer Type Questions)

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

9. What is induction program ? Draft an induction program for a newly recruited Front Office Manager.
10. What is recruitment ? Explain the detail of internal and external recruitings.
11. What is the importance of training in the House-keeping ? Explain the different methods of training.
12. Describe the different methods of purchasing that may be used in the House-keeping department of the hotel with special reference to linen cleaning supplier.
13. What is budget ? Give an outline of steps to prepare a budget.

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