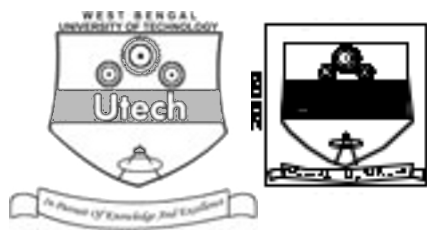


HOUSEKEEPING (SEMESTER - 6)

CS / BHM / SEM-6 / HM-603 / 09



1.
Signature of Invigilator

2. **Reg. No.**

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Roll No. of the Candidate

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CS / BHM / SEM-6 / HM-603 / 09
ENGINEERING & MANAGEMENT EXAMINATIONS, JUNE – 2009
HOUSEKEEPING (SEMESTER - 6)

Time : 3 Hours]

[Full Marks : 70

INSTRUCTIONS TO THE CANDIDATES :

1. This Booklet is a Question-cum-Answer Booklet. The Booklet consists of **32 pages**. The questions of this concerned subject commence from Page No. 3.
2. a) In **Group – A**, Questions are of Objective type. You have to answer the questions in the space provided **marked 'Answer Sheet'**.
b) For **Groups – B & C** you have to answer the questions in the space provided marked 'Answer Sheet'. Questions of **Group – B** are Short answer type. Questions of **Group – C** are Long answer type. Write on both sides of the paper.
3. **Fill in your Roll No. in the box** provided as in your Admit Card before answering the questions.
4. Read the instructions given inside carefully before answering.
5. You should not forget to write the corresponding question numbers while answering.
6. Do not write your name or put any special mark in the booklet that may disclose your identity, which will render you liable to disqualification. Any candidate found copying will be subject to Disciplinary Action under the relevant rules.
7. **Use of Mobile Phone and Programmable Calculator is totally prohibited in the examination hall.**
8. You should return the booklet to the invigilator at the end of the examination and should not take any page of this booklet with you outside the examination hall, **which will lead to disqualification.**
9. Rough work, if necessary is to be done in this booklet only and cross it through.

No additional sheets are to be used and no loose paper will be provided

FOR OFFICE USE / EVALUATION ONLY

Marks Obtained

Question Number	Group – A				Group – B				Group – C				Total Marks	Examiner's Signature
Marks Obtained														

.....
Head-Examiner / Co-Ordinator / Scrutineer

6746 (09/06)



DO NOT WRITE ON THIS PAGE



ENGINEERING & MANAGEMENT EXAMINATIONS, JUNE – 2009
HOUSEKEEPING
SEMESTER – 6



[Full Marks : 70]

Time : 3 Hours]

GROUP – A

(Objective Type Questions)

1. Fill in the blanks : 10 × 1 = 10
- i) The physical verification of inventory items by counting up stocks of all items at periodic intervals is called
 - ii) Items that have relatively limited useful life but are used over and over again in housekeeping operations are called
 - iii) The standard number of inventoried items that must be on hand to support daily operations is known as
 - iv) The time gap between the time that a supply order is placed and the time that the order is received in hand, is called
 - v) Guest supplies that are normally not found in a guest room, but available upon request, are known as
 - vi) Full form of GRA is
 - vii) Job/work card is also called as
 - viii) is a living area that can be converted into a sleeping room.
 - ix) service is provided to all guest rooms between 06:30 PM to 09:30 PM.
 - x) Third sheet or night spread, distinctly woven sheet (resembles seersucker) which is used to cover and protect the blanket is known as

**GROUP – B****(Short Answer Type Questions)**Answer any *three* of the following questions.

3 × 5 = 15

2. What are work schedules ?
3. What are flexi-work hours ?
4. What is staffing guide ?
5. What are interruptions ?
6. What is variable staff position ?

GROUP – C**(Long Answer Type Questions)**Answer any *three* of the following questions.

3 × 15 = 45

7. "Scheduling is a pre-requisite tool for effective manpower planning." Comment. Also mention the different types of schedules followed in hotels.
8. Make a weekly duty roster for the housekeeping department of a five star hotel having elaborate F & B outlets & 200 rooms. Also mention its importance in hotels.
9. There is 100% occupancy in your hotel. In the morning shift four of your main room attendants remain absent. Please mention four probable ways to deal with this situation.
10. "Maintaining standards is a must in hotels." Elucidate. Also throw light on SOPs & training manuals.
11. Draw a job card. Mention what you mean by job break-down.
12. In house keeping jobs are enormous. Mention how an executive housekeeper manages to accomplish all the tasks within the given time.

END