



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BHM/SEM-6/HM-603/2010**  
**2010**  
**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) Soft water has better cleaning power than hot water.
  - ii) During special cleaning bed sheet is used to cover the furniture.
  - iii) Evening service is provided to all guest rooms between 6:30 P.M. to 9:30 P.M.
  - iv) Master key is used by chambermaid to open a section of rooms in a floor.

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- v) Arrival report is based on physical check of room done by housekeeping department.
- vi) Studio room is usually furnished with sofa-cum-bed.
- vii) Ball point ink stains are removed with Hydrochloric acid.
- viii) Spring cleaning is done on weekly basis.
- ix) Hue is the amount of darkness and lightness in colour.
- x) Second service is given to guests on chargeable basis.

**GROUP – B**  
**( Short Answer Type Questions )**

Answer any *three* of the following.  $3 \times 5 = 15$

2. What are flexi-work hours ?
3. What do you understand by time management ?
4. What is delegation ?
5. What is evaluation of standard ?

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**GROUP – C**

**( Long Answer Type Questions )**

Answer any *three* of the following.

3 × 15 = 45

6. What is a duty roster ? What are the major points to be taken in consideration while making duty roster ?
7. Explain step by step procedure of bed making and cleaning of checked out room, along with the complete sets of linen required.
8. List the Job Specification for the post of a floor supervisor of a five star hotel.
9. What are work schedules ? Why are they required in housekeeping department ?

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