Name : ....

Roll No. : ....

Invigilator's Signature : ....

CS/BHM(OLD)/SEM-6/HM-603/2011

2011
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.   Attempt all the following objective type questions : $10 \times 1 = 10$

   a)   Fill in the blanks :

   i)   The top sheet which covers the blanket is known

   as ....

   ii)   .... report is based on physical check of

   rooms done by housekeeping.

   iii)   Ballpoint ink stains are removed by..............

   iv)   Job/work card is also called as ....

   v)   .... is a living area that can be converted

   into a sleeping room.

6228   [Turn over

b) State True or False :

vi) Soft water has better cleaning power than hot water.

vii) Pure/unpolluted water means absence of micro-organisms.

viii) Jigger is used for measuring alcohol in drinks.

ix) Decanting is a process to take out sediment from wine bottle.
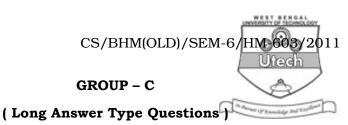
x) Pub concept is originated from Great Britain.

GROUP – B
(Short Answer Type Questions)
Write short notes on any *three* of the following. 3 × 5 = 15

2. Rotational Schedule

3. Delegation of authority

4. Flexi-work hours

5. Job cards

6. Duty roster.

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following.   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. Define forecasting. What are its importances and steps ?

9. There is 100% occupancy in your hotel. In the morning shift four of your main room attendants remain absent. Mention four probable ways to deal with this situation.

10. "Maintaining standards is a must in hotels." Educidate. Also throw light on SOPs & training manuals.

11. Draw a job card. Mention what you mean by job break-down.

12. What is work study ? How can it be applied to housekeeping operation ?

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