



Name :

Roll No. :

Invigilator's Signature :

CS/BHMCT/SEM-1/HM-104/2011-12

2011

FOUNDATION COURSE IN 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. Give one word for the following : 10 × 1 = 10
- i) Unclaimed articles found in the hotel premises.
 - ii) A room that has two double beds and meant for four persons.
 - iii) Room usually not having beds.
 - iv) This person is responsible for managing entire housekeeping operations during the night time.
 - v) Person who is responsible for making flower arrangements in the hotel.
 - vi) Are provided near the reception as a common meeting point for all guests.

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- vii) Manual cleaning equipment with a rubber or a metal blade for removing excess moisture from the hard surface.
- viii) Short fibers that may be loosened and shed from a fabric.
- ix) An important register in housekeeping, it is here that instructions and messages for staff on the next shift are written down by the previous shift.
- x) A document of validity that is made and given to any employee who is legally taking out items out of hotel premises.

GROUP – B

(Short Answer Type Questions)

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

- 2. Draw a layout sketch of a double room with proper labeling.
- 3. Write the importance of a floor pantry in brief with a neat layout sketch.
- 4. Explain the lost and found procedure followed in standard hotels.
- 5. Explain how control desk co-ordinates with front office and maintenance departments.
- 6. Write the importance and utility of paging system in housekeeping.

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GROUP – C

(Long Answer Type Questions)

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

7. Show the staff arrangement of an ideal housekeeping department of a five star category hotel and write the duties and responsibilities of an executive housekeeper.

5 + 10
8. Explain how housekeeping department co-ordinates with the other departments in five star category hotels.
9. Draw a neat diagram of a junior suite of a five star category hotel with labeling and name the different types of cleaning agents and equipment used to clean the guest rooms. $6 + 9$
10. Write the importance of control desk and the control desk notice board. Write the duties and responsibilities of the control desk supervisor. $5 + 5 + 5$
11. Name the different types of cleaning agents used by housekeeping for cleaning different surfaces of guest areas of the hospitality establishments. $9 + 6$

