



Name :

Roll No. :

Invigilator's Signature :

CS/BHM/SEM-8/HM-803/2010

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

(Multiple Choice Type Questions)

1. Choose the correct alternatives for the following :

10 × 1 = 10

i) LED is associated with

a) Floor finish

b) Cleaning supply

c) Lighting

d) Linen.

ii) CFC is harmful to the

a) Soil

b) Water

c) Ozone layer

d) None of these.

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ix) R-value is measured to determine

- a) Shock resistance b) Heat resistance
- c) UV resistance d) None of these.

x) The term 'Buddy' is related to

- a) Amenity b) Training
- c) Purchase d) None of these.

GROUP – B

(Short Answer Type Questions)

Differentiate between any *three* of the following.

3 × 5 = 15

- 2. Productivity standard and performance standard.
- 3. Job description and Job specification.
- 4. Fixed staff position and Variable staff position.
- 5. Part time and Flexi work hours.
- 6. Internal and External Recruitments.

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following.

3 × 15 = 45

- 7. Write the steps to be followed for conservation of water and energy in eco-friendly hotels.
- 8. 'Housekeeping operations are turning to be more eco-friendly and IT savvy.' Discuss.

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9. Discuss the process of recruiting, selecting, hiring and orienting housekeeping employees.
10. Write the benefits of training in brief. Write the types of training generally implemented for housekeeping employees for their overall enhancement. 5 + 10
11. Explain the latest trends followed for the management of waste in ecotels.
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