	Utech
Name :	
Roll No.:	A Spenie of Exemples and Exemples
Invigilator's Signature :	
	CS/BHM/SEM-8/HM-803/2010
	2010

Time Allotted: 3 Hours Full Marks: 70

HOUSEKEEPING

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 :

 $10 \times 1 = 10$

- 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.

8506 [Turn over

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

iii)	An e	example of Greenhouse	gas i	s Unean		
	a)	Radon	b)	Carbon dioxide		
	c)	Nitrogen	d)	None of these.		
iv)	Ren	Remedial training programme is implemented to the				
	a) Newly recruited employees					
	b)	Senior existing employ	rees			
	c)	Contractual staff				
	d)	None of these.				
v)	Reflector window glass panes are normally used					
	a)	for heat insulation	b)	for sound insulation		
	c)	to protect from UVR	d)	none of these.		
vi)	'Negative halo effect' is associated with					
	a)	Training	b)	Interview		
	c)	Appraisal	d)	None of these.		
vii)	Veri	Vermicompost is associated to				
	a)	Furniture	b)	Pest		
	c)	Fertilizer	d)	None of these.		
viii)) Spa is associated to					
	a)	Guest supplies	b)	Multigame		
	c)	Bath	d)	None of these.		

8506 2



- 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.

 $3 \times 5 = 15$

- 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.

 $3 \times 15 = 45$

- 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.

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

- 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.

8506 4