

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 : $10 \times 1=10$
i) The $\qquad$ of the hotel bed is placed wrong side up.
a) second
b) third sheet
c) crinkle Sheet
d) blanket.
ii) House Man reports to
a) Desk Supervisor
b) Floor Supervisor
c) Assistant House Keeper
d) Public Area Supervisor.
iii) French Chalk is an example of
a) fine Abrasive
b) medium Abrasive
c) hard Abrasive
d) none of these.
iv) DL means
a) Down Luggage
b) Door Lock
c) Double Lock
d) Door Latch.
a) Studio
c) Junior Suite
b) Parlour

vi) The $\qquad$ pillow is placed at bottom in turn down service.
a) cotton
b) foam
c) rexena
d) woolen.
vii) A box sweeper is used to clean
a) floor
b) furniture
c) WC
d) all of the above.
viii) $\qquad$ is used to clean stainless steel utensils
a) Mansion Polish
b) Acid
c) Detergent
d) Steelo.
ix) Emery paper is used for
a) telephone cleaning
b) shoe polish
c) disinfecting
d) documentation.
x) Dettol an example of
a) disinfectant
b) antiseptic
c) Neither (a) nor (b)
d) Both (a) and (b)

## GROUP - B <br> (Short Answer Type Guestions )

Answer any three of the following. $3 \times 5=15$
2. Write a short note on water as cleaning agent.
3. Name 5 qualities of a good polish.
4. Write five duties of GRA.
5. Write a short note on chamber maids trolley.
6. Explain the cleaning and care of the following .
a) EPNS
b) Pewter.

7. What are different kinds of glasses found in market ? How are glass articles cleaned in hotels?
8. List different types of rooms found in hotels and write a brief note on each.
9. List the various mechanical and manual cleaning equipments used in hotels. Explain any two in detail with diagrams.
10. Write on the various sections of house keeping department. Explain with help of a diagram.
11. Explain the duties and responsibilities of Executive housekeeper in a five star hotel.

