

SECTION-D

Note: Long answer type questions. Attempt any two questions out of three questions. (2x8=16)

- Q.23 What do you mean by housekeeping budgeting? Elaborate various types of budgets in housekeeping.
- Q.24 Draw the flow process chart of in house laundry with a brief explanation of each stage.
- Q.25 Write a note on : Service Design for Typical Market Segment and Interior Decoration.

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Roll No.

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4th Sem./ Hotel Management & Catering Technology

Subject : Housekeeping Operations - IV

Time : 3 Hrs.

M.M. : 60

SECTION-A

Note: Multiple choice questions. All questions are compulsory (6x1=6)

- Q.1 The budgets are classified on the basis of:
- a) Capacity
 - b) Time
 - c) Functions
 - d) All of the above
- Q.2 Which of the following is not an advantage of budgeting ?
- a) It defines the objective of the organisation
 - b) It indicates the efficiency of the organisation
 - c) It helps in measuring productive efficiency
 - d) It creates coordination between various levels of management
- Q.3 Which fire extinguisher is used for class C Fire?
- a) Water
 - b) CO₂ Fire Extinguisher
 - c) Ca C12 Fire Extinguisher
 - d) Foam Type Fire Extinguisher

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- Q.4 In hotel terminology "Clear rooms" are those rooms which are
- Cleaned rooms handed over to the Front Office for sale
 - Rooms received by Housekeeping for cleaning
 - Rooms reserved for hotel staff
 - Rooms meant for the storage of cleaning equipments
- Q.5 Complaints related to non-functioning of equipment in guestroom is called _____
- Attitudinal Complaints
 - Service-related Complaints
 - Unusual Complaints
 - Mechanical Complaints
- Q.6 S.O.P. stands for _____
- Self-operating Procedure
 - Service Operator Process
 - Standard Operating Procedure
 - All of above

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. $(6 \times 1 = 6)$

- Q.7 Define capital budget
- Q.8 Explain Guest laundry
- Q.9 Describe housekeeping desk

- Q.10 What is vertical line?
- Q.11 Explain Indoor plants
- Q.12 What is service Standard?
- SECTION-C**
- Note:** Short answer type questions. Attempt any eight questions out of ten questions. $(8 \times 4 = 32)$
- Q.13 Discuss principles of Interior Decoration.
- Q.14 Describe process of operational budget.
- Q.15 Discuss various stages in the wash cycle.
- Q.16 Draw the layout of the Commercial laundry
- Q.17 Discuss the care process of Indoor Plants.
- Q.18 Explain laundry equipment
- Q.19 Discuss Elements of design.
- Q.20 Give the procedure of handling guest room complaints
- Q.21 What are the main advantages of budgeting?
- Q.22 Describe interior decoration techniques.