

## **SECTION-D**

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

- Q.23 Elaborate various types of budgets in housekeeping.
- Q.24 Draw the flow process chart of industrial laundry with a brief explanation of each stage.
- Q.25 Illustrate Inter department coordination especially with room-service, maintenance, telephone, security and front desk.

No. of Printed Pages : 4

Roll No. ....

223946

## **4th Sem / Hotel Management & Catering Technology**

### **Subject : Housekeeping Operation-IV**

Time : 3 Hrs.

M.M. : 60

## **SECTION-A**

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

- Q.1 A hotel room with all guest rooms occupied is called  
a) Houseful                    b) None of these  
c) Green house                d) Full house
- Q.2 What are the purposes of the budget?  
a) Planning                    b) Controlling  
c) Both a & b                d) None of these
- Q.3 A method of processing laundry that utilize ozonated cold water rather than hot water to clean and sanitize laundry.  
a) Ozone system  
b) Product usages report  
c) Laundry report  
d) None of the above

(20)

(4)

223946

(1)

223946

Q.4 The amount of laundry in use-in-process- and in storage.

- a) Abandoned property b) Laundry par levels
- c) Storage d) All of the above

Q.5 The individual responsible for the management and operation of a hotel's Housekeeping department.

- a) Housekeeping supervisor
- b) Executive Housekeeper
- c) Both a & b
- d) None of the above

Q.6 Summary budget may be regarded as:

- a) Functional budgets b) Performance budget
- c) Master budget d) Sales budget

## **SECTION-B**

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

Q.7 Define expenditure budget

Q.8 Explain valet service

Q.9 Describe front desk

Q.10 What is Horizontal line?

Q.11 Define Texture

Q.12 What is Productivity Standard?

## **SECTION-C**

**Note:** Short answer type questions. Attempt any eight questions out of ten questions.  $(8 \times 4 = 32)$

Q.13 Discuss Importance & purpose of Interior Decoration.

Q.14 Describe process of housekeeping budget

Q.15 Discuss various stages in the wash cycle.

Q.16 Draw the layout of the in-house laundry.

Q.17 Discuss the selection process of Indoor Plants.

Q.18 Explain features of Safety and Security

Q.19 Discuss Elements of design

Q.20 Give the procedure of handling accident

Q.21 What are the main advantages of capital budget?

Q.22 Give the Layout of guest rooms using interior decoration techniques.