

SECTION-D

Note: Long answer type questions. Attempt any two questions out of three questions. (2x10=20)

- Q.25 Explain how can a well prepared budget help in controlling expenses in the Housekeeping department of a hotel
- Q.26 What are the various factors one should consider before awarding a contract for the Housekeeping department
- Q.27 Which are the types of pests generally found in a hotel. Explain the procedure for pest control in the following areas:
- a) Kitchen
 - b) Restaurant
 - c) Guest room

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Roll No.

DHM-5026

5th Sem ./ Hotel Management (Semester Sys.)

Subject : Housekeeping Operations - III

Time : 3 Hrs.

M.M. : 70

SECTION-A

Note: Multiple choice questions. All questions are compulsory (7x1=7)

- Q.1 Budget includes
- a) Income
 - b) Expenditure
 - c) Employment of capital
 - d) All of the above
- Q.2 Which function is not included in training and development program
- a) Helping new employees to learn and fit into the organisation
 - b) Designing training activities
 - c) Evaluating training activities to meet the identified needs
 - d) None of the above
- Q.3 How often should employees receive training for Housekeeping standards
- a) Annually
 - b) Upon hire
 - c) At regular intervals
 - d) All of the above

- Q.4 A job description covers the following aspects
 a) Age limit b) Scope of Job
 c) Mental traits d) Personality
- Q.5 The benefit of training is
 a) Provides a good climate for learning
 b) Helps employees to identify with organisational goals
 c) Improves morale
 d) None of the above
- Q.6 Which is the most suitable purchase method for small hotels
 a) Cash and carry method
 b) Total supply method
 c) Paid reserve method
 d) Cost plus method
- Q.7 Budget is based on
 a) Estimated business b) Estimated cost
 c) Estimated sales d) All of the above

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. (7x1=7)

- Q.8 Induction
 Q.9 Ergonomics
 Q.10 Recycled inventories

- Q.11 Frequency schedule
 Q.12 Blanket purchasing
 Q.13 Pest control
 Q.14 Ecotel

SECTION-C

Note: Briefly explain the following. Attempt any six questions out of ten questions. (6x6=36)

- Q.15 Explain the methods of pricing contracts
 Q.16 What are the advantages and disadvantages of contracting out Housekeeping services?
 Q.17 Explain the different types of training imparted to Housekeeping employees
 Q.18 What is the difference between Operational and Capital budgets
 Q.19 Explain the principles of purchasing
 Q.20 How will you calculate par stock for non-recycled items
 Q.21 What is the role of Housekeeping in the conservation of energy and water?
 Q.22 Define Ecotel. On what basis are the certified ?
 Q.23 Explain the different types of budgets with an example of each
 Q.24 Discuss the Housekeeping services in hospitals in comparison with hotels