

SECTION-B

Note: Short answer type questions. Attempt any four questions out of five questions. (4x5=20)

- Q.13 What is stock taking? Give the format of a stock record.
- Q.14 Discuss integrated pest management.
- Q.15 Explain the executive housekeeper's role in the orientation of a new housekeeping employee.
- Q.16 Explain purchasing cycle for recycled inventory items.
- Q.17 What is meant by 'cost per occupied room'?

SECTION-C

Note: Long answer type questions. Attempt any three questions out of four questions. (3x10=30)

- Q.18 What are the advantages and dis-advantages of outsourcing a contract?
- Q.19 What is the scope of housekeeping in institutions other than hotels?
- Q.20 What is budget? Describe the budget.
- Q.21 Housekeeping operations trends are turning Eco-friendly. Discuss.

No. of Printed Pages : 2

Roll No.

DHM-05026

5th SEM./ Hotel Management Subject : Housekeeping Operations

Time : 3 Hrs.

M.M. : 70

SECTION-A

Note: Very short Answer type questions. Attempt any 10 questions out of twelve. (10x2=20)

- Q.1 Give the full form of SLA.
- Q.2 _____ are expenses that change with sales volume. (Fill in the blank)
- Q.3 What is operating budget?
- Q.4 Inventory is the stock of merchandise, operating supplies and other held for future use in hospitality operations. (State True/False)
- Q.5 What is discretionary expenses?
- Q.6 What is the meaning of ergonomics?
- Q.7 Expand and give the meaning of VoIP.
- Q.8 What are parasites?
- Q.9 Expand and give the meaning of STP.
- Q.10 What is ETP.
- Q.11 Expand and give the meaning of GPS.
- Q.12 What is eradication?