

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.

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Roll No.

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

- 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. (6x1=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. (8x4=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.