

- Q.22 Which type of flower arrangement will best suit the following:
- A state banquet function
 - A Wedding reception
- Q.23 Explain how will you remove the following stains
- Grease
 - Blood
 - Ink
- Q.24 What are the benefits of key control?

No. of Printed Pages : 4

Roll No.

DHM-03014

3rd Sem. / Hotel Management
Subject : Housekeeping Operations Module II

Time : 3 Hrs.

M.M. : 70

SECTION-A

Note: Multiple choice questions. All questions are compulsory
 $(7 \times 1 = 7)$

SECTION-D

Note: Long answer type questions. Attempt any two questions out of three questions. $(2 \times 10 = 20)$

- Q.25 As the Executive Housekeeper for a 5 star hotel what purchase specifications you will follow while purchasing linen for the hotel?
- Q.26 List the different types of keys and explain the purpose of each
- Q.27 Housekeeping department plays an important role in increasing the sales revenue of the hotel. Discuss

- Q.1 A key that is used to open a set of several locks is called _____.
 a) Master key
 b) Grand Master key
 c) Emergency key
 d) Floor Supervisor key
- Q.2 A circular iron for pressing linen is called _____.
 a) Mangle b) Mungle
 c) Mingle d) Mengle
- Q.3 What is the first step in laundry process _____.
 a) Fold b) Wash
 c) Dry d) Sort

Q.4 The arrangement of one or more flowers on a stem is called _____

- a) Foilage
- b) Filler
- c) Inflorescence
- d) Oasis

Q.5 A key used to open all guest room locks even when they are double locked _____

- a) Master key
- b) Grand Master Key
- c) Emergency key
- d) Floor Supervisor key

Q.6 How frequently should you condition flowers _____

- a) Every day
- b) Every Week
- c) Every 2-3 days
- d) When they wilt

Q.7 Which among these is not a public area

- a) Lobby
- b) Swimming pool
- c) Elevators
- d) Guest room

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. $(7 \times 1 = 7)$

Explain the following in short

Q.8 E-Key

Q.9 C/O

Q.10 Detergents

Q.11 Foliage

Q.12 Morebana

Q.13 Callandering machine

Q.14 Marking

SECTION-C

Note: Short answer type questions. Attempt any six questions out of ten questions. $(6 \times 6 = 36)$

Q.15 Explain the cleaning process of

- a) A vacant room
- b) A occupied room

Q.16 Explain with the help of a layout the different sections of a linen room

Q.17 List the equipments in a laundry and explain their usage.

Q.18 Discuss some of the characteristic of linen

Q.19 What are the points to keep in mind while purchasing cleaning agents?

Q.20 What precautions need to be taken while storing cleaning agents?

Q.21 Explain the criteria for selection of flowers