

## **SECTION-D**

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

- Q.23 What do you mean by housekeeping budgeting? Elaborate various types of budgets in housekeeping.
- Q.24 Draw the flow process chart of in house laundry with a brief explanation of each stage.
- Q.25 Write a note on : Service Design for Typical Market Segment and Interior Decoration.

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

### **Subject : Housekeeping Operations - IV**

Time : 3 Hrs. M.M. : 60

## **SECTION-A**

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

- Q.1 The budgets are classified on the basis of:
- a) Capacity
  - b) Time
  - c) Functions
  - d) All of the above
- Q.2 Which of the following is not an advantage of budgeting?
- a) It defines the objective of the organisation
  - b) It indicates the efficiency of the organisation
  - c) It helps in measuring productive efficiency
  - d) It creates coordination between various levels of management
- Q.3 Which fire extinguisher is used for class C Fire?
- a) Water
  - b) CO2 Fire Extinguisher
  - c) Ca C12 Fire Extinguisher
  - d) Foam Type Fire Extinguisher

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- Q.4 In hotel terminology "Clear rooms" are those rooms which are
- Cleaned rooms handed over to the Front Office for sale
  - Rooms received by Housekeeping for cleaning
  - Rooms reserved for hotel staff
  - Rooms meant for the storage of cleaning equipments
- Q.5 Complaints related to non-functioning of equipment in guestroom is called \_\_\_\_\_
- Attitudinal Complaints
  - Service-related Complaints
  - Unusual Complaints
  - Mechanical Complaints
- Q.6 S.O.P. stands for \_\_\_\_\_
- Self-operating Procedure
  - Service Operator Process
  - Standard Operating Procedure
  - All of above

### SECTION-B

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

- Q.7 Define capital budget
- Q.8 Explain Guest laundry
- Q.9 Describe housekeeping desk

- Q.10 What is vertical line?
- Q.11 Explain Indoor plants
- Q.12 What is service Standard?
- SECTION-C**
- Note:** Short answer type questions. Attempt any eight questions out of ten questions.  $(8 \times 4 = 32)$
- Q.13 Discuss principles of Interior Decoration.
- Q.14 Describe process of operational budget.
- Q.15 Discuss various stages in the wash cycle.
- Q.16 Draw the layout of the Commercial laundry
- Q.17 Discuss the care process of Indoor Plants.
- Q.18 Explain laundry equipment
- Q.19 Discuss Elements of design.
- Q.20 Give the procedure of handling guest room complaints
- Q.21 What are the main advantages of budgeting?
- Q.22 Describe interior decoration techniques.