

Q.22 Write a short note on any one

- i) Linen hire
- ii) Sewing room

#### **SECTION-D**

**Note:** Long answer type questions. Attempt any two questions out of three questions.  $(2 \times 8 = 16)$

Q.23 Discuss how linen control can be maintained in a hotel.

Q.24 Draw the detailed layout of the linen room?

Q.25 Design a neat sketch of uniform to be provided to front office female housekeeping associate.

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**3rd Sem / Hotel Management & Catering Technology**

**Subject : Housekeeping Operations - III**

Time : 3 Hrs.

M.M. : 60

#### **SECTION-A**

**Note:** Multiple choice questions. All questions are compulsory  $(6 \times 1 = 6)$

Q.1 A spot or discoloration left on fabrics from the contract with and absorption of foreign substances

- a) Stain
- b) Tarnish
- c) Stop
- d) All of these

Q.2 The Japanese term for pin holder is

- a) Metal pin
- b) Kenzan
- c) Sleeve terminals
- d) Secateurs

Q.3 The routing operations are carried out on a day-to-day basis by the staff of the housekeeping department.

- a) Periodic Cleaning
- b) Frequency Cleaning
- c) Daily Cleaning
- d) Deep Cleaning

(20)

(4)

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(1)

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Q.4 The study of people's efficiency in relation to their working environment.

- a) Effective work
- b) Ergonomics
- c) Sizing
- d) None of these

Q.5 A floating oriental flower arrangement.

- a) Nonohana
- b) Ukiwana
- c) Ikebana
- d) Deep Cleaning

Q.6 A piece of equipment used in laundry to measures the whiteness of the fabric.

- a) Reflectometer
- b) Whiteness measurer
- c) Whiteness scale
- d) Dullness Detractor

## SECTION-B

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

Q.7 \_\_\_\_\_ indicates the number of warps ends and weft picks per unit measure of a fabric.

Q.8 \_\_\_\_\_ is another term for florist foam.

Q.9 The minimum stock of linen required in housekeeping is referred to as \_\_\_\_\_.

Q.10 \_\_\_\_\_ is the Japanese art of making flower arrangements.

Q.11 Person who collects and returns guest laundry is known as \_\_\_\_\_.

Q.12 A room in which a guest is registered \_\_\_\_\_.

## SECTION-C

**Note:** Short answer type questions. Attempt any eight questions out of ten questions.  $(8 \times 4 = 32)$

Q.13 Define the word stock-taking? Give the format of a stock record.

Q.14 Draft a SOP of servicing an occupied room.

Q.15 Suggest the factors that the executive housekeeper should consider while purchasing linen for the hotel?

Q.16 Summarize the principles of design, as applied to flower arrangement

Q.17 Define the following term

- i) Moribana
- ii) SOP

Q.18 Enumerate any four types of stitches.

Q.19 Draw a neat format of uniform exchange slip.

Q.20 Define the role of energy conservation in housekeeping department.

Q.21 Give a brief detail about the selection criteria for fabrics.