

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. (2x8=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 (6x1=6)

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

- a) Stain
- b) Tarnish
- c) Spot
- 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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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) Ukibana
- 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. (6x1=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. (8x4=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.