



AAR-010-004204

Seat No. _____

**First Year Bachelor of Hotel & Tourism
Management (Sem. II) (CBCS) Examination**

April / May - 2016

**2.4 : Housekeeping-II
(New Course)**

Faculty Code : 010

Subject Code : 004204

Time : Hours]

[Total Marks : 70

- Instructions :**
- (1) Attempt all the Questions.
 - (2) Options, if any, are given
 - (3) The maximum marks are assigned in front of each question.
 - (4) Use of pencil for drawing and labelling is a must.

1 Fill in the blanks : 25×1=25

- (a) _____ is the time at which grooming standards are checked, before allocation of job to the staff.
- (b) _____ is a document that lists the actual tasks to be carried out by an employee during the shift.
- (c) Store indent book also can be called as _____.
- (d) _____ is a list of things to be checked of done before and after cleaning of guest room.
- (e) One of the supervisory positions in hotel is _____.
- (f) _____ is a cleaning agent used for cleaning of silver.
- (g) In case of heavily stained copper _____ can be used.
- (h) Extremely _____ or too _____ water should be avoided while cleaning of ceramic surface.
- (i) Cleaning of leather involves daily dusting or _____ cleaning.
- (j) _____ is the most common protective treatments of wood.

- (k) The guest gets their first impression of the hotel from the _____.
- (l) Cleaning of lobby is generally done in _____
- (m) To avoid accident _____ sign board can be used.
- (n) OHPs stand for _____.
- (o) _____ is used instead of bed spread in modern method of bed making .
- (p) Turn down service also referred as _____.
- (q) Service provided on special request of the guest when guestroom has already been serviced earlier is _____.
- (r) 'E' key stands for _____
- (s) _____ is the key opens all double locked doors.
- (t) Recordable electronic door locks introduced in _____.
- (u) All unclaimed article found on the hotel premises should be handed over to the _____.
- (v) All follow up of related to found article is noted in _____.
- (w) Prevention, suppression and irradiation is _____.
- (x) Acceptable level of pest is called as _____.
- (y) IPM system in pest control stands for _____.

2 Attempt any five from following : **5×5=25**

- (a) Explain productive standards and performance standards.
- (b) Explain lost and found procedure with format.
- (c) Enlist particulars in fist aid box.
- (d) What is CPR? Explain with one method of it.
- (e) Draw a layout of linen room in large hotel
- (f) What are activities takes place in linen and uniform room?

3 Attempt any two of the following : **2×10=20**

- (a) Write a note on care and cleaning of different surface in hotel.
- (b) Explain step by step procedure of bed making.
- (c) Explain first aid given in for common situations.
