

- (c) Write meaning of following colours in care labels of linen :
- (i) Red
 - (ii) Amber
 - (iii) Green
- 2 Write a note on care labels with instruction chart in Dutch system. What is housekeeping control desk? Explain its features. 14
- 3 What are the rules of the floor? Write procedure of daily cleaning of occupied room. 14
- 4 Write a note on room transfer procedure. Draw sample layout of linen room in large hotel. 14
- 5 Write basic guidelines for prevention of accident. While handling guest complaint which guidelines to be followed? 14
- 6 Attempt any **two** : **2×7=14**
- (a) Write public area cleaning procedure of
 - (i) Restaurant
 - (ii) Front desk
 - (b) Draw flowchart of lost and found procedure
 - (c) Enlist potential hazards in housekeeping department.
- 7 Draw the format of any two from the following : **2×7=14**
- (a) memo book
 - (b) babysitting register
 - (c) store indent book.
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