

SECTION-D

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

- Q.23 Discuss in detail the steps involved in preparing a housekeeping budget. Illustrate with an example of a mid-size hotel.
- Q.24 Explain in detail the flow process of hotel laundry from collection to storage. Support your answer with a flow diagram.
- Q.25 Explain the care and maintenance practices for indoor plants with emphasis on watering, soil management, pest control and placement.

(20)

(4)

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4th Semester/ 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 Linen, guest supplies and cleaning agents fall under;
a) Fixed costs b) Variable costs
c) Capital budget d) Depreciation
- Q.2 Which machine is used to extract excess water after washing?
a) Washer extractor b) Flatwork ironer
c) Calendar Machine d) Tumbler dryer
- Q.3 A plant that can survive in low light conditions is :
a) Cactus b) Snake Plant
c) Rose d) Hibiscus
- Q.4 Overwatering indoor plants usually causes:
a) Faster growth b) Root rot
c) Stronger leaves d) Better flowers

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Q.5 The type of lighting used to highlight artworks and focal points is :

- a) Ambient lighting b) Task lighting
- c) Accent lighting d) Natural lighting

Q.6 A guest reports a foul smell in the bathroom. The immediate action is:

- a) Call maintenance/ engineering
- b) Offer complimentary food
- c) Apologize and ignore
- d) Close the bathroom permanently

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. (6x1=6)

Q.7 What is marketing budget?

Q.8 OPL means _____.

Q.9 What is foliage?

Q.10 Formal balance is _____.

Q.11 Bed bugs are _____.

Q.12 A single lady guest is _____.

SECTION-C

Note: Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

Q.13 Differentiate between operating budget and capital budget.

Q.14 Define budgeting in housekeeping. Why is it important.

Q.15 Define laundry management and explain its importance in hotels.

Q.16 List and explain the steps in the hotel laundry cycle.

Q.17 Explain the basic care requirements for indoor plants.

Q.18 What are the common problems in indoor plants care and their remedies?

Q.19 Define interior decoration and explain its significance in hospitality establishments.

Q.20 List and explain the elements of design used in interiors.

Q.21 What is the importance of situation handling in housekeeping? Give two examples.

Q.22 Explain the role of housekeeping in ensuring safety, security and comfort for guests.