

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2018-2019

COURSE : 1st Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Accommodation Operations - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. How housekeeping is the 'eyes and ears' of the organization. Explain with reference to the role of housekeeping in a hotel.

OR

Explain the duties and responsibilities of an executive housekeeper. (10)

Q.2. What are the qualities of a good housekeeping staff?

OR

Draw an organization chart for housekeeping department of a hotel and briefly enumerate the duties of each position. (10)

Q.3. Explain briefly (**any two**):

- (a) Five types of vacuum cleaners. (b) Cleaning schedules.
(c) Standards of cleaning. (d) Selection criteria for cleaning agents.
(2x5=10)

Q.4. How does housekeeping co-ordinate with:

- (a) Front office department (b) Maintenance department
(5+5=10)

Q.5. Give short notes (**any four**):

- (a) Abrasives (b) EPNS (c) Floor seals (d) GRA
(e) Brass care (f) Bonded carpets (g) Wood care
(4x 2 ½ =10)

Q.6. Differentiate between the following (**any four**):

- (a) Glazing and enameling
(b) Hardwood and softwood
(c) Conventional cleaning and team cleaning
(d) Dustette and dustsheet
(e) Biological detergents and caustic detergents
(f) Emulsion paint and enamel paint
(g) Tailor and upholsterer

(4x 2 ½ =10)

Q.7. Explain the roles of computers in housekeeping operations.

OR

Discuss how housekeeping is contributing to the responsibility towards being eco-friendly. (10)

Q.8. Give reasons for the following (**any four**):

- (a) Water is not a good cleaning agent.
- (b) AMC is required for mechanical equipment.
- (c) Banquet halls have carpeted flooring.
- (d) Cleaning is carried out top to bottom and inside out.
- (e) Brushes and brooms should be stored resting on stock. (4x2 ½ =10)

Q.9. Match the following:

- | | |
|------------------------|---|
| (a) Castors | (i) Cleaning equipment |
| (b) Terrazzo | (ii) Alloy of copper and zinc |
| (c) Surfactant | (iii) Resin for protecting wood |
| (d) Drugget | (iv) Polishing silver |
| (e) Swab | (v) Alloy of copper and tin |
| (f) Shellac | (vi) Surface active agents in detergents |
| (g) Upholstery | (vii) Cement with granite and marble embedded |
| (h) Burnishing machine | (viii) Covering for floor |
| (i) Bronze | (ix) Furnishing |
| (j) Brass | (x) Heavy furniture |
- (10x1=10)

Q.10. Fill in the blanks:

- (a) The stock of supplies held for future use in hotels is based on _____ and _____.
- (b) _____ is a method of cleaning with a cloth with mineral oil infused in it.
- (c) _____ are small containers kept in washrooms for collection of sanitary waste.
- (d) _____ is small equipment used to carry cleaning supplies to guest rooms.
- (e) _____ is the covering given to wood product surfaces to give it the look of actual wood.
- (f) Protective covering for aluminum is called _____.
- (g) _____ are small fibers left on the cleaned surface by a cleaning cloth.
- (h) _____ is a reaction in which fat / oil reacts with alkali to form soap.
- (i) _____ is the communication hub of housekeeping. (10x1=10)
