Q.1. Explain the duties and responsibilities of the following:
   (a) Executive Housekeeper (b) Desk Supervisor
   (5+5=10)
   OR
   How Housekeeping department co-ordinates with Maintenance & Food and Beverage department in a hotel.
   (10)

Q.2. What is an “Organization Chart”? Draw an organization chart of the housekeeping department of a large sized hotel.
   (2+8=10)

Q.3. (a) What is a ‘contract’?
    (b) What are the advantages and dis-advantages of contract services?
    (2+8=10)
    OR
    Explain any four methods of purchasing which are practiced in hotels.
    (10)

Q.4. Write short notes (any two):
    (a) Work Study
    (b) First Aid
    (c) Waste Disposal
    (2x5=10)

Q.5. Name five common pests found in the hotel. Discuss on the areas they infest and how to eradicate them.
    (5+5=10)
    OR
    Explain the housekeeping department’s role in opening of a new hotel.
    (10)

OR  

Explain various fire-fighting and fire detection equipment used in the hotel.  

(10)

Q.7. Explain in brief:  

(a) Area Inventory List  
(b) Frequency Schedule  
(c) Performance Standard  
(d) Productivity Standard  
(e) Work Schedule  

(5x2=10)

Q.8.  
(a) What do you mean by “Budget”?  
(b) What are the different types of budget prepared in housekeeping?  

(2+8=10)

Q.9. Differentiate between (any two):  

(a) Recruitment and Selection.  
(b) Block cleaning and Conventional Cleaning.  
(c) Recycled Inventory and Non-Recycled Inventory.  

(2x5=10)

Q.10.  

A  
Write the full forms:  

(i) CPR  
(ii) HWC  
(iii) FFE  
(iv) FTE  
(v) SOP

B  
Give the correct term for the following:  

(i) The document which gives the minimum qualities required for a particular job.  
(ii) Training carried out when a new employee joins the organization.  
(iii) The minimum stock of items which is required for smooth functioning of the department.  
(iv) Other name for environment friendly hotels.  
(v) Another term for taps  

(5+5=10)