Q.1. Draw an organisation chart of HK department for a 300 rooms 5-star hotel. Discuss about the attributes required in a housekeeping staff. (5+5=10)

Q.2. Explain the inter-departmental co-ordination of housekeeping and front office in the hotels. (10)

Q.3. (a) What are the jobs which can be outsourced in housekeeping?
(b) What are the guidelines for hiring contract providers?
(c) Explain the methods of pricing contracts. (2+4+4=10)

OR

(a) What are the principles followed in purchasing goods for the housekeeping?
(b) Explain any two methods of purchasing in detail (5+5=10)

Q.4. (a) What do you mean by “Safety” and “Security”?
(b) Explain the 3E’s of safety. OR

Explain the procedure followed in case of:
(a) Bomb threat
(b) Fire in the lobby (5+5=10)

Q.5. Write ten ways of water conservation followed in the hotels.

OR

Explain the housekeeping department’s role in opening of a new hotel. (10)
Q.6. Write short notes (any two):
(a) Waste Disposal
(b) Controlling Expenses of housekeeping
(c) Duty roster

(2x5=10)

Q.7. What is Pest Control? Give methods of eradicating any four pests commonly found in the hotel.

OR
Plan a five day training program for floor supervisors who have newly joined the hotel.

(2+8=10)

Q.8. Explain the following:
(a) Job description (b) Job specification (c) Job breakdown (d) Task list

(4x2.5 =10)

Q.9. Differentiate between (any two):
(a) Capital budget and operating budget. (b) Class A and Class C fire.
(c) Productivity standard and performance standard.

(2x5=10)

Q.10. A Fill in the blanks:
(a) _________ is a detailed list which includes all the items to be cleaned in a particular area.
(b) _________ is a person who supervises the upkeep of gardens.
(c) When an employee is sent to another department for exposure it is referred to as _________ training.
(d) A schedule which indicates how often an item needs to be cleaned is _________.
(e) The highest number of purchase units that should be in stock at any given point of time is referred to as _________.

B Match the following:
(i) CPR (a) Evaluation
(ii) Performance Appraisal (b) Job allocation
(iii) Soap (c) Ecotel
(iv) Solar lights (d) First aid
(v) Team cleaning (e) Non-recycled inventory

(5+5=10)

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