Q.1. Write **seven** major duties and responsibilities of a Floor Supervisor. (7)

Q.2. Draw an ideal layout of housekeeping department for a 5-star hotel. (5)

Q.3. Explain the following terms in **one or two** lines:
   - (a) Valet
   - (b) Scanty baggage
   - (c) Cabana
   - (d) Studio room
   - (e) Par stock
   - (f) Control desk
   - (g) Cloak room
   - (h) DND card
   - (i) Public area
   - (j) Floor master key

   (10x2=20)

Q.4. Answer the following in brief:
   - (a) Draw and explain function of a vacuum cleaner.
   - (b) Name different types of hotel keys.
   - (c) Explain turn-down service.
   - (d) Name **six** bathroom supplies.

   (6x4=24)

Q.5. Draw the format of the following:
   - (a) Key register
   - (b) Lost and found

   (2x5=10)

Q.6. Name **five** laundry equipment and **five** laundry chemicals.

   (5+5=10)

Q.7. Expand the following:
   - (a) OOO
   - (b) WC
   - (c) EPNS
   - (d) BNB
   - (e) DND

   (5x1=5)
Q.8. Give one word for the following:
   (a) A suite of two floors.
   (b) A set of two rooms one of which is a bedroom.
   (c) Cloth used to clean window panes.
   (d) Room near the swimming pool.
   (e) Prepares occupancy report.
   (f) Service which is done in the evening.

Q.9. Match the following:
   (a) Chute    (i) Wrinkled sheet
   (b) Sheer curtains (ii) Linen
   (c) Night spread (iii) Bathroom
   (d) Vanity unit (iv) Room furnishing
   (e) Laundry bag (v) Chamber maid
   (f) Vacuum cleaner (vi) Room supply
   (g) Room key (vii) Dust

Q.10. State True or False:
   (a) Polishes are used to clean glass surface.
   (b) Disinfectant kills germs.
   (c) Methylated spirit is a solvent cleaner.
   (d) Sub master key is with the room attendant.
   (e) Vim powder is an abrasive.
   (f) A small hotel has an in-house laundry.