Q.1. Arrange the steps of planning in the correct order for the housekeeping department and explain the importance of each:

(a) Productivity standards  (b) Inventory levels
(c) Performance standards  (d) Area inventory list
(e) Frequency schedule

(5x2=10)

Q.2. What is budget? Discuss the four methods which an executive housekeeper may adopt to control the operating expenses.

(2+8=10)

OR

Classify and explain budgets based on the types of expenses involved, the department and flexibility of expenses.

(10)

Q.3. Briefly explain any five techniques to carry out time and motion studies.

OR

Discuss any five types of purchasing methods used in the hospitality industry for housekeeping department.

(10)

Q.4. What is the scope of housekeeping in institution other than hotels? Briefly explain housekeeping in hospitals.

(10)

Q.5. Define outsourcing. Why should we consider outsourcing services in housekeeping? What are the various types of outsourcing contracts, hotels may go for?

OR

Discuss the advantages and disadvantages of outsourcing in detail.

(10)
Q.6. Define first aid. Explain briefly the first aid to be given in following conditions (any two):
(i) Heart attack
(ii) Burns and scald on arm
(iii) Leg fracture

(5+5=10)

OR

Discuss the benefits of housekeeping training to the organization and employees in a hotel.

(10)

Q.7. With high emphasis laid on sustainability, explain how we can help in energy and water conservation in housekeeping department.

(10)

Q.8. Write short notes (any four):
(a) Income statement
(b) Par
(c) Duty roster
(d) Work schedules
(e) Staffing guide

(4x2 ½ =10)

Q.9. Write the full forms of:
(a) SWB
(b) PTE
(c) FFE
(d) GRN
(e) TFA
(f) CPR
(g) HVAC
(h) AMC
(i) WWP
(j) MBO

(10x1=10)

Q.10. Fill in the blanks:
(a) Night shift is also known as __________ shift.
(b) __________ in an agreement to provide a special quantity of listed items for a period of time on an agreed price.
(c) __________ is the time period between the date of indent and the day when indent was received.
(d) __________ is the training carried out when an old employee has to retrain or refresh his or her memory.
(e) In this kind of scheduling, an employee can work any time according to his or her convenience __________.
(f) The 'A' in ABC of artificial respiration stands for __________.
(g) __________ is the waste water from baths, washing machines that is treated and recycled.
(h) Green hotels are also known as __________.
(i) __________ is the physical verification of inventory items.
(j) Operating expenses = __________ room sales.

(10x1=10)