

1st Semester, Examination-2014

DAM-11/DAM-12

(Diploma in Accommodation Management)

DAM - 102

Introduction to Housekeeping

Time : 1 Hours

Maximum Marks : 30

Instructions (निर्देश)

1. This Question Paper consists of 30 Multiple Choice Objective Type questions. All Questions are compulsory and carry 01 mark each. There is No negative marking.

इस प्रश्न पत्र में 30 बहुविकल्पीय प्रश्न हैं। सभी प्रश्न अनिवार्य हैं व प्रत्येक प्रश्न 01 अंक का है। गलत उत्तर के लिए अंक नहीं काटे जायेंगे।

2. Each question has four alternative responses marked (A), (B), (C) and (D). You have to choose the correct answer and mark it on the OMR sheet.

प्रत्येक प्रश्न के लिए चार उत्तर विकल्प (A), (B), (C) तथा (D) दिए गए हैं। आपको सही उत्तर विकल्प का चुनाव कर OMR प्रपत्र पर अंकित करना है।

3. For marking answers on the OMR sheet, follow the detailed instructions given on the OMR sheet.

OMR प्रपत्र पर अपने सही उत्तर को चिह्नित करने के लिए OMR प्रपत्र पर अंकित निर्देशों का पालन कीजिए।

1. Housekeeping department coordinate with :

(A) Maintenance	(B) Front Office
(C) Both of these	(D) None of these

2. A room situated near the swimming pool is known as :

(A) Cabana	(B) Pent House
(C) Twin Room	(D) Studio Room

3. A plan which offers room rent and only breakfast is known as :

(A) European Plan	(B) Continental Plan
(C) American Plan	(D) Modified American plan

4. Turn Down Service is also known as :
- (A) Second Service (B) Evening Service
(C) Room Service (D) Lounge Service
5. Head of Housekeeping Department is known as :
- (A) Executive Chef (B) Executive Housekeeper
(C) General Manager (D) Chamber maid
6. The minimum number of linen supply required for proper operation is known as :
- (A) Par Stock (B) Inventory
(C) Minimum Stock (D) Total Stock
7. A hotel located on a highway is known as :
- (A) Motel (B) Floateles
(C) Airport Hotel (D) Small Hotel
8. Bathroom Linen include :
- (A) Bath Towel (B) Face Towel
(C) Both of these (D) None of these
9. A guest who leaves the hotel without settling his bill is known as :
- (A) Scanty Baggage Guest (B) Skipper
(C) Runaway guest (D) Roll away guest
10. OOO stands for
- (A) On the order (B) Out of Order
(C) On the oracle (D) None of these
11. Different registers maintained by control desk are :
- (A) Log Book (B) Baby Sitting Register
(C) Guest Message Register (D) All these
12. DND stands for
- (A) Don not distribute (B) Do not disturb
(C) Do not displace (D) Do not deliver

13. Department responsible for cleanliness, maintenance and aesthetic upkeep of the hotel is :
- (A) Front Office (B) Housekeeping
(C) Security (D) Accounts
14. Housekeeping staff should be :
- (A) Punctual (B) Honest
(C) Eye for detail (D) All these
15. The main function of housekeeping include :
- (A) Cleaning Rooms and public Areas (B) Bed Making
(C) Both of these (D) None of these
16. A room with twin beds but a common headboard is known as :
- (A) Hollywood Twin room (B) Twin room
(C) Double Room (D) Efficiency Room
17. A re-cleaning of guestroom on guest request is known as :
- (A) Valet Service (B) Freshen up service
(C) Turndown service (D) Second Service
18. A person who collects and delivers back guest laundry to guestroom is :
- (A) Valet (B) Executive Housekeeper
(C) Laundry manager (D) Houseman
19. Amenities found in guest room include :
- (A) Coffee maker machine (B) Bathrobe
(C) Both of these (D) None of these
20. GRA stands for
- (A) Guest Room Attendant (B) Guest Room Assistant
(C) Guest Rome Assistant (D) None of these
21. A meeting session at the end of the shift to discuss problems and share ideas :
- (A) Debriefing (B) Briefing
(C) Meeting (D) Counseling

22. Neglected areas where special attention is required :
- (A) Toilet niche (B) Drawer of the table
(C) Beneath the mattress (D) All these
23. The size of single bed sheet is :
- (A) 78 × 108 (inch) (B) 90 × 108 (inch)
(C) 92 × 108 (inch) (D) None of these
24. Housekeeping linen includes :
- (A) Table cloths (B) Napkins (C) Frills (D) Bed sheet
25. Which among these is the responsibility of Linen room ?
- (A) Collection of soiled Linen (B) Counting and dispatching linen to laundry
(C) Receiving and storage of linen (D) All these
26. OPL stands for :
- (A) On Premise Laundry (B) On Plan Laundry
(C) Off Plan Laundry (D) Combined Laundry
27. Machine used to squeeze out water from washed linen and garments :
- (A) Washing Machine (B) Hydro Extractor
(C) Calendaring Machine (D) None of these
28. First aid box includes :
- (A) Cotton (B) Antiseptic Cream
(C) Common Medicines (D) All these
29. Report prepared by housekeeping at the end of the shift based on physical check of each room is known as :
- (A) Occupancy Report (B) Housekeeping Status Report
(C) Discrepancy Report (D) None of these
30. Chamber Maid's trolley is also known as :
- (A) Room Service Trolley (B) Room Attendants Trolley
(C) Gueridon's Trolley (D) All these