

Roll No _____

Diploma in Hotel Management (DHM-11)

Examination 2012

Introduction to Housekeeping

Course code: DHM-102

Time: 1 Hour

Max 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 उत्तर सही 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 चिन्हित करने के लिए OMR प्रपत्र पर अंकित निर्देशों का पालन कीजिए।

Note: Attempt all questions. All carry equal marks.

1. Head of department of housekeeping is known as:
 - a. Housekeeping Manager
 - b. Executive Manager
 - c. Executive Housekeeper
 - d. Executive Room Manager
2. Which of the following attribute is essential for person to be appointed in housekeeping department of a hotel?
 - a. Tact and Diplomacy
 - b. Courtesy
 - c. Punctuality
 - d. All of the above
3. For efficient functioning Housekeeping department co-ordinates with:
 - a. Front Office
 - b. Food and Beverage Service
 - c. Engineering and Maintenance
 - d. All of the above
4. The hotel employee can get their uniform replaced from:
 - a. Linen Room
 - b. Uniform Room
 - c. Sewing Room
 - d. Laundry
5. What is Job Description?
 - a. Document of job
 - b. Statement having duties and responsibilities assigned to a job position
 - c. Statement having qualification and experience required at a job position
 - d. None of the above

6. Which of the following section is known as nerve center of housekeeping department?
 - a. Linen Room
 - b. Housekeeping Control Desk
 - c. Laundry
 - d. Horticulture
7. The head of Laundry section of Housekeeping in hotel is:
 - a. Laundry Manager
 - b. Valet
 - c. Floor Supervisor
 - d. Public Area Supervisor
8. Housekeeping means:
 - a. Room Cleaning Only
 - b. Floor Cleaning
 - c. Cleaning only
 - d. Keeping entire premises clean, attractive, and comfortable
9. Executive housekeeper reports to:
 - a. Front Office Manager
 - b. Resident Manager
 - c. General Manager
 - d. None of the above
10. Which of the following is not a part of bathroom supply:
 - a. Shampoo
 - b. Shower Cap
 - c. Sugar Cubes
 - d. Body lotion
11. Which of the following activities are performed in sewing room:
 - a. Altering Uniform
 - b. Repairing Expansive Linen

- c. Mending of guest clothing
 - d. All of the above
12. Which of the following activities are not carried out in linen room:
- a. Storage of fresh linen
 - b. Collection of soiled linen
 - c. Dispatch of soiled linen to laundry
 - d. Mending of linen
13. Minimum amount of each linen item required for efficient functioning of housekeeping department is known as:
- a. Par Stock
 - b. Order Stock
 - c. Required stock
 - d. Total Stock
14. OPL stands for:
- a. Off premises Laundry
 - b. On premises Laundry
 - c. Open Personal Laundry
 - d. Odd Premises Laundry
15. Which of the following are part of bed linen:
- a. Bed sheet
 - b. Pillow cover
 - c. Both of the above
 - d. None of the above
16. Turn-down service means:
- a. Turning down services/facilities in room in night
 - b. Turning bed upside down
 - c. Making bed ready for sleeping
 - d. Turning light supply off at night

17. The public area in hotel are:
 - a. Lobby
 - b. Elevators
 - c. Staircases
 - d. All of the above
18. 'Inspection by checklist' of every rooms is done by
 - a. Laundry manager
 - b. Front office Manager
 - c. Public area supervisor
 - d. Floor supervisor
19. The linen is provided to restaurants by
 - a. Front Office department
 - b. F&B Service department
 - c. Housekeeping department
 - d. Maintenance department
20. Key control register in housekeeping department is maintained by:
 - a. Linen room
 - b. Housekeeping control desk
 - c. Floor pantry room
 - d. Uniform room
21. SOP stands for:
 - a. Store operation Policy
 - b. Standard Opening Practices
 - c. Special Opening Procedure
 - d. Standard Operating Procedure
22. VIP stand for
 - a. Value Included package
 - b. Very Important Place
 - c. Very Important Person
 - d. Vehicle in Place

23. Which of the following is example of manual cleaning equipment:
- Broom
 - Brushes
 - Scrubbers
 - All of the above
24. Horticulturist is
- Hot medicated bath
 - Construction of hotel in hot weather condition
 - The science of growing plants or gardening
 - Construction work in hotel Portico
25. Which of the following is known as universal solvent
- Water
 - Acids
 - Alkalis
 - Aqua-regia
26. Which of the **NOT** an example of organic solvent:
- Carbon-tetra-chloride
 - Sprit
 - Petrol
 - Water
27. Which of the following satin can be classified as vegetable stain:
- Tea Stain
 - Coffee Stain
 - Juice Stain
 - All of the above
28. Lipstick stain can be removed by:
- Washing with soap
 - Applying Glycerin and methylated sprit.
 - Washing with alkali
 - It cannot be removed

29. OOO stands for:
- a. Out of Organisation
 - b. Only of Organisation
 - c. Out of Offence
 - d. Out of Order
30. Which of the following equipments one can find in laundry:
- a. Hydro extractor
 - b. Calendaring machine
 - c. Steam Press
 - d. All of the above