




**NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR 2015-2016**

COURSE : Diploma in Housekeeping  
 SUBJECT : Housekeeping Operation  
 TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Discuss the importance of housekeeping in the hospitality industry.  
OR  
Draw the organisational chart of housekeeping department of a five star hotel. (10)
- Q.2. What are the principles of cleaning?  
OR  
Define cleaning. Why cleaning is required? (10)
- Q.3. Explain the following terms (any five):
- |                              |                           |
|------------------------------|---------------------------|
| (a) Disinfectants            | (b) Antiseptics           |
| (c) Deodorants               | (d) Soaps                 |
| (e) Detergents               | (f) Box sweeper           |
| (g) Vacuum cleaner           | (h) Chambermaid's trolley |
| (i) Floor shampooing machine | (j) Containers trolley    |
- (5x2=10)
- Q.4. What do you understand by pest control and eradication?  
OR  
How will you deal with the emergency situation like 'Death' of a guest? (10)
- Q.5. Discuss the step by step procedure of handling guest laundry.  
OR  
Define laundry agents with example. (10)
- Q.6. Explain the following in one or two lines:
- |            |            |          |
|------------|------------|----------|
| (a) G.R.A. | (b) D.N.D. | (c) S.B. |
| (d) OOO    | (e) S.O.P. |          |
- (5x2=10)

Q.7. Discuss the care, cleaning and polishing of various surfaces:

- (a) Wooden
- (b) Thermoplastic floorings

(5+5)

OR

What are the activities carried out in linen room of a star category hotel?

(10)

Q.8. What are the different types of lodging establishments?

OR

Name five laundering and pressing equipment of industrial laundry.

(10)

Q.9. Explain the step by step procedure for the daily cleaning of a vacated room.

OR

Explain the step by step procedure of handling room transfer.

(10)

Q.10. Fill in the blanks:

- (a) The floor key opens all rooms on a particular floor is called \_\_\_\_\_.
- (b) The guest who leaves the hotel without making arrangement to settle the account is called \_\_\_\_\_.
- (c) A room status indicating room that has been assigned to a guest with small light luggage is called \_\_\_\_\_.
- (d) A sloping slide for conveying soiled linen from the upper floor to the laundry is called \_\_\_\_\_.
- (e) Dirty and stained linen that require laundering is called \_\_\_\_\_.

(5x2=10)

\*\*\*\*\*

02.05.2016

V

II

EXAM DATE: 03.05.2016

5

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR 2015-2016

COURSE : Diploma in Housekeeping  
SUBJECT : Business Communication  
TIME ALLOWED : 02 Hours

MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1. What are the different advantages of business communication? (7)

Q.2. Write an acceptance letter to an organisation. (7)

Q.3. Answer the following:  
(a) Explain essentials of telephone etiquettes.  
(b) Explain different types of communication.  
(c) Define business communication and objectives of business communication. (3x5=15)

Q.4. Answer the following in 1-2 lines:  
(a) What is FAX?  
(b) What is horizontal communication?  
(c) Explain different Types of letters (any two).  
(d) Explain process of communication.  
(e) What is Bio-data?(C.V.)  
(f) Explain two types of communication flow in an organisation.  
(g) What is D.O. letter? (7x2=14)

Q.5. State True or False:  
(a) Enquiry letter is not a formal letter.  
(b) Computer is the fastest mode of communication.  
(c) Memorandum is popularly known as memo.  
(d) Oral communication saves time.  
(e) Circular is addressed to a person.  
(f) One-way communication is a permanent record.  
(g) Body language plays vital role in communication. (7x1=7)

\*\*\*\*\*