

EXAM DATE: 12.04.2017

ROLL No.....

1

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2016-2017

COURSE : Diploma in Housekeeping
SUBJECT : Interior Decoration
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. What is primary, secondary and tertiary colour? Explain with the help of a colour wheel diagram. (10)

Q.2. What are the various points to be kept in mind while selecting furniture for a guest room in a five star hotel? (10)

Q.3. Write short notes on **any four**.

- | | |
|-----------------------|-----------------------------|
| (a) Window treatment | (b) Flower carpet |
| (c) Role of carpets | (d) Analogous colour scheme |
| (e) Indirect lighting | |

(4x6=24)

Q.4. Distinguish between (**any five**):

- Sheer curtains and heavy curtains.
- Western style and oriental style of flower arrangement.
- Complementary colour scheme and monochromatic colour scheme.
- Refurbishing and redecoration.
- Direct lighting and indirect lighting.
- Natural fibres and manmade fibres.

(5x6=30)

Q.5. Match the following:

- | | |
|----------------|------------------------|
| (a) Weft | (i) Furniture |
| (b) Warp | (ii) Primary colour |
| (c) Hue | (iii) Vertical yarn |
| (d) Upholstery | (iv) Sorrow |
| (e) Ikebana | (v) Flower arrangement |
| (f) Black | (vi) Shin |
| (g) Foliage | (vii) Horizontal yarn |
| (h) Red | (viii) Colour |

(8x1=8)

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Q.6. State True or False:

- (a) Red, yellow and orange are cool colours.
- (b) The brightness or dullness of a colour is called Chroma.
- (c) In Ikebana style of flower arrangement, HIKAE represents earth.
- (d) Direct lighting is "glare free" in nature.
- (e) The ideal size of a coffee table is 30-50 cm high.
- (f) The other name for fitted furniture is "cantilevered furniture".
- (g) Underlays prolong the life of carpets.

(8x1=8)

Q.7. Fill in the blanks:

- (a) The height of the tallest stem in a flower arrangement is _____ to _____ times the height of the vase.
- (b) Stems and flowers are cut _____ so that they can absorb more moisture.
- (c) _____ is a natural fabric.
- (d) Primary colours are also known as _____ colours.
- (e) _____ is an example of cool colour.
- (f) PVC stands for _____.
- (g) Curtains should be hung _____ above the floor.
- (h) _____ is an example of advancing colour.
- (i) _____ is a draped finish to hide the curtain headings.
- (j) _____ is a method of joining two pieces of wood in wooden furniture.

(10x1=10)

II

**NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2016-2017**

COURSE : Diploma in Housekeeping
 SUBJECT : Hygiene & Hotel Maintenance
 TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

SECTION A – HYGIENE

Q.1. (a) Explain personal hygiene in detail.
 (b) Explain first-aid procedure and discuss about first-aid box. (5+5=10)

Q.2. Define the following terms in one or two lines (**any five**):

(a) Protective cloth	(b) Bandages	(c) Incineration
(d) Sanitising	(e) Burn	(f) Salmonella

(5x2=10)

Q.3. Describe the following (**any two**):

(a) Garbage disposal	(b) Importance of pest control
(c) Principles of work hygiene	

(2x5=10)

Q.4. A. State True or False:

- Personal cleanliness is essential to prevent germs getting on to food.
- Cockroaches like warm dark and moist places.
- Incineration is a method of garbage disposal.
- Kitchen flooring must be soft.
- Cats should be encouraged in the kitchen as they kill rats & mice.

B. Match the following:

(a) Rat	(i) Personal hygiene
(b) Trenching	(ii) First-aid kit
(c) Bandages	(iii) Dettol
(d) Body odour	(iv) Garbage disposal
(e) Disinfectant	(v) Pest

(5+5=10)

Q.5. Write short notes on **any two**:

- Role of temperature in bacterial growth.
- Good habits of a food handler.
- Ventilation in public toilets.

(2x5=10)

SECTION A – HOTEL MAINTENANCE

- Q.6. (a) Explain the classification of fires.
(b) What are the various laundry equipment?

- Q.7. Answer the following (any two):
(a) Define light and various types of light.
(b) Discuss various fire-fighting tools.
(c) Calendaring machine.

(2x5=10)

- Q.8. Answer the following in brief:
- | | |
|------------------|---------------------------|
| (a) P.V.C. | (b) Steam press |
| (c) Dry cleaning | (d) Hardness of water |
| (e) Sanitation | (f) Fire sprinkler system |
| (g) LED lamps | |

(7x2=14)

- Q.9. State True or False:
- (a) A calendaring machine is used to iron duvet.
 - (b) WC stands for water closet.
 - (c) Class 'A' fires relates to electric fires.
 - (d) Sodium vapour lamp is used for guest rooms.
 - (e) Heat detectors is a fire-fighting equipment.
 - (f) Calcium is used to disinfect water.
 - (g) Jule is the unit of electricity.
 - (h) The filament of a lamp is made of Tungsten.
 - (i) Fuse is the weakest point in a circuit.
 - (j) Pillar cock is used in wash basis.

(10x=10)

- Q.10. Discuss advantages and dis-advantages of hard and soft water.

OR

What is a thermostat? List five equipment where it is used.

(10)

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EXAM DATE: 11.04.2017

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ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2016-2017

COURSE : Diploma in Housekeeping
SUBJECT : Communication
TIME ALLOWED : 02 Hours
MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. (a) Explain Oral communication OR Written communication.
(b) Write an application for the post of housekeeping assistant in a 5-star hotel. (5+5=10)
- Q.2. Write short notes (any two):
(a) Horizontal communication (b) Effective communication
(c) Downward flow of communication (2x5=10)
- Q.3. Discuss in brief (any two):
(a) Grapevine (b) Advantages of verbal communication
(c) Body language
(d) Facial expression and gestures (2x5=10)
- Q.4. Write brief notes on (any two):
(a) Telephone etiquettes (b) Covering letter
(c) Business letter (2x5=10)
- Q.5. State True or False:
(a) Feedback is not playing a vital role in communication.
(b) Grapevine is an informal channel of communication.
(c) Lateral communication is also called as horizontal communication.
(d) Business communication involves constant flow of information.
(e) Effective communication is a building block of successful organizations.
(f) Oral communication is a permanent record.
(g) During any business meeting, presentation or seminar, the speaker has to be very careful about his pitch and tone.
(h) Memo is a short form of memorandum.
(i) Enquiry letter is not a formal letter.
(j) Circular is addressed to a person. (10x1=10)
