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**NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2021-2022**

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. How lobbies, banquet halls & elevators are cleaned? Explain each in details with cleaning frequency.

OR

Explain the step by step procedure for the daily cleaning of a departure room. (10)

Q.2. What are the activities carried out in the linen and uniform room? Explain in detail. (10)

Q.3. What are pests? List down at least 7 precautionary measures to be taken during the use of pesticides. (10)

OR

How will you handle the following emergency situations:

a) Fire in restaurant b) death in a guest room (5+5=10)

Q.4. List the various laundry aids used in the hotel. Neatly draw the laundry layout. (10)

Q.5. Draw the organization structure of the housekeeping department in a 5-star hotel with 450 rooms. (10)

OR

List the duties and responsibility of:

a) Public area supervisor b) Control Desk Supervisor (5+5=10)

SUBJECT CODE: DHK-01

Q.6. Write short notes on the following (Any four):

- a) Care and cleaning of brushes.
- b) Types of keys
- c) Rules on a guest floor
- d) Care and cleaning procedure of wooden surfaces
- e) Handling lost & found

(4x5=20)

Q.7. How would you remove the following stains?

- a) Blood
- b) Chewing gum
- c) Turmeric
- d) Lipstick
- e) Ballpoint ink

(5x2=10)

Q.8. Explain the following terms (any five):

- a) Soil
- b) Cabana
- c) Dry mop
- d) Castors
- e) Jeweler's rouge
- f) Melamine
- g) Lounge
- h) Room occupancy list

(5x2=10)

Q.9. Fill in the blanks:

- a) Method of making soap is called _____.
- b) A box sweeper is also known as _____.
- c) Sweeping should be done before _____.
- d) WC stands for _____.
- e) The standard size of double sheet is _____.
- f) Cot for babies, provided to guests on request is called _____.
- g) A room with a two double beds is called _____.
- h) A highly protected key, to open all the doors in the property is _____.
- i) Another term for termites _____.
- j) A small light weight vacuum cleaners used for cleaning curtains, upholstery, and mattress is called _____.

(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2021-2022

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 Explain the objectives of interior design. Discuss the principles to be followed for achieving a good design. (3+7=10)
- OR
- Explain the use of elements of design in hotels. (10)
- Q.2. What are warm and cool colours? How are they used in interiors? (4+6=10)
- OR
- Discuss Prang's colour system with the help of a colour wheel in detail. (10)
- Q.3. Classify furniture. Explain the different types of furniture that may be used in different parts of hotel.
- OR
- What are the factors to be kept in mind while choosing floor finishes for hotel interiors. (10)
- Q.4. Describe the equipment used in flower arrangement in detail.
- OR
- Explain the steps to be followed (preparation and aftercare) to make the flowers and foliages last longer. (10)
- Q.5. Explain any ten types of curtains with drawings of each type of the curtain. (10)
- Q.6. Write short notes on (Any two):
- a) Hard floorings b) Care of carpets c) Japanese flower arrangement (2x5=10)

Q.7. Differentiate between:

- a) Value and Intensity
- b) Symmetrical and Asymmetrical
- c) Pattern and Texture
- d) Monochromatic and complementary colour schemes

(4x2½=10)

Q.8. Explain in short (Any five):

- | | | |
|----------------|--------------|------------------|
| a) Underlay | b) Concrete | c) Ukibana |
| d) Blinds | e) Bedspread | f) Sheer curtain |
| e) Granolithic | h) Tint | |

(5x2=10)

Q.9. Match the following:

- | | |
|--------------------|------------------------|
| a) Ikebana | i) Furniture |
| b) Hue | ii) Primary colour |
| c) Mechanics | iii) Continental quilt |
| d) Chest of drawer | iv) Hard flooring |
| e) Proportion | v) Element |
| f) Line | vi) Colour |
| g) Yellow | vii) Bird of paradise |
| h) Terrazo | viii) Pin holder |
| i) Flower | ix) Hikae |
| j) Duvet | x) Principle |

(10x1=10)

Q.10. Fill in the blanks:

- a) The lower part of the wall which meets the floor is called _____.
- b) The Japanese name for pin holder is _____.
- c) PVC stands for _____.
- d) Red, yellow and blue are _____ colours.
- e) The face of the carpet is also known as _____.
- f) A _____ flower arrangement can be used for center table or coffee table.
- g) _____ is an example of stiff window treatment.
- h) The colour obtained by combining yellow and red is _____.
- i) _____ flooring is crystallized limestone.
- j) _____ are box like shapes used at top horizontal portion of the drapery treatment.

(10x1=10)

**NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2021-2022**

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

(Marks allotted to each question are given in brackets)

- Q.1. Explain the breakdown maintenance.
OR
Explain the care of Refrigerator. (5)
- Q.2. List down precautionary measure to be kept in mind while handling electrical equipment.
OR
What are fire extinguishers? List down its types and usages. (5)
- Q.3. Explain briefly the functions of UPS.
OR
Different between fluorescent tube and filament lamp. (5)
- Q.4. Calculate the electricity bill for the month of April 2021 for the following electric load:
- | Appliance / wattage | Quantity | Usages |
|---------------------|----------|-----------|
| Bulb 60 W | 10 Nos | 6 hrs/day |
| Fan 60 W | 10 Nos | 5 hrs/day |
| Heater 3 Kw | 03 Nos | 4 hrs/day |
| Iron 750 W | 02 Nos | 3 hrs/day |
| Boiler 6 Kw | 01 No | 3 hrs/day |
- Cost of electric energy is Rs.3/- per unit. (5)
- Q.5. What are the advantages of MCBs over switch fuses. (5)
- Q.6. What is the role and importance of maintenance department? (5)

SUBJECT CODE: DHK-03

EXAM DATE: 10.06.2022

Q.7. Describe briefly:

- a) Machine
- b) Fuse
- c) Luminance
- d) Temperature
- e) Valve
- f) Smoke detector
- g) Freezer
- h) Break down maintenance
- i) CPU
- j) Current

(10x2=20)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2021-2022

COURSE : 1 ½ Year Diploma in Food & Beverage Service / DFP / DBC / DHK
SUBJECT : Hygiene & Sanitation
TIME ALLOWED : 02 Hours
MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1. What are the factors affecting the growth of microbes? Write down the beneficial role of microorganisms. (5+5=10)

Q.2. Explain waste management. Write its advantages and disadvantages.
OR

Explain the role of FSSAI. (10)

Q.3. Explain the principles of HACCP. (5)

Q.4. Discuss first aid treatment for cuts and wounds.
OR

List safe food handling tips. (5)

Q.5. Discuss the basic rules of hygiene in kitchen.
OR

Write down the sanitary procedure followed during handling food. (5)

Q.6. Explain the following (Any two):

- a) Food Contamination
- b) Cross Contamination
- c) Receiving

(5)

Q.7. Fill in the blanks:

- a) E.coli is a type of _____.
- b) Yeast & molds are _____.
- c) A clean cut in the skin caused by sharp tool or object _____.
- d) Contamination of food caused by bacteria is known as _____.
- e) An injury caused by the tearing of tissues _____.

(5x1=5)

Q.8. State True or False:

- a) Hygiene derived from word "Hygeia" which means "Nutrition and Health".
- b) Algae are source for agar & agarose.
- c) Incineration is a type of waste disposal.
- d) Lack of promptness in storing delivered items can lead to food spoilage.
- e) Yeast and molds can grow at the temperature range of 20-50 degree.

(5x1=5)

SUBJECT CODE: DCS-03

EXAM DATE: 08.06.2022

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2021-2022

COURSE
SUBJECT
TIME ALLOWED

: 1 ½ Year Diploma in Food & Beverage Service / DFO / DIK
: Business Communication
: 02 HRS.

MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. What is Communication? Why communication skills are important to organizational success, describe with examples? (10)
- Q.2. Write down any six key principles of business letter writing. Also explain the different types of a business letter. (10)
- Write a complaint letter to your supplier against the supply of damaged goods to your organisation. (10)
- OR
- Q.3. Write a comprehensive note on non-verbal Communication and explain its importance. (5)
- Enumerate any three barriers of communication. Explain the different modes of overcoming the communication barriers for the growth of organisation. (5)
- OR
- Q.4. What is Horizontal communication? Distinguish it with Vertical communication. (5)
- Q.5. Write a brief note on any one: (5)
- a) What is grapevine Communication?
b) Significance of positive gestures and body language in Business.
- OR
- Q.6. What are the key points of good response while communicating with a guest in hotel? (5)
- What is the difference between interpersonal and intrapersonal communication? (5)
- OR
- Q.7. How social media can be used responsibly in an organisation? Explain. (5)

SUBJECT CODE: DCS-03

EXAM DATE: 08.06.2022

Q.8. State True or False:

- a) Non verbal communication is always complimentary to the verbal communication.
- b) D.O. (Demi- Official) is a term related to a telephonic conversation between two friends.
- c) An organisation is free to spread false and misleading information to increase its business prospects.
- d) Jargons should always be used to make an impression while talking to a customer.
- e) Non verbal communication includes written communication.

(5x1=5)
