

कनिष्ठ अनुदेशक (हॉस्पिटैलिटी ऑपरेशन -
हाउस कीपिंग)

HOHK-2016

प्रश्. पुस्तिका / QUESTION BOOKLET

कोड / CODE : 16

क्रम संख्या /
SR.No.

803061

पुस्तिका में पृष्ठों की संख्या /
Number of Pages in Booklet : 24

पुस्तिका में प्रश्नों की संख्या /
Number of Questions in Booklet : 120

16

समय / Time : 2.00 घंटे / Hours

पूर्णांक / Maximum Marks: 120

INSTRUCTIONS

1. Answer all questions.
2. All questions carry equal marks.
3. Only one answer is to be given for each question.
4. If more than one answers are marked, it would be treated as wrong answer.
5. Each question has four alternative responses marked serially as 1, 2, 3, 4. You have to darken only one circle or bubble indicating the correct answer on the Answer Sheet using **BLUE BALL POINT PEN**.
6. After opening the envelope the candidate should ensure that Serial Number of the Question Paper and Answer Sheet must be same. In case they are different, a candidate must obtain envelop of another set of Question paper & O.M.R. Sheet of the same Serial Number. Candidate himself shall be responsible for ensuring this.
7. Mobile Phone/Bluetooth Devices or any other electronics gadget in the examination hall is strictly dealt as per rules.
8. Please correctly fill your Roll Number in O.M.R. Sheet. 5 Marks will be deducted for filling wrong or incomplete Roll Number.

Warning : If a candidate is found copying or if any unauthorized material is found in his/her possession, F.I.R. would be lodged against him/her in the Police Station and he/she would liable to be prosecuted under Section 3 of the State Prevention of Unfair means Act, 1992 and Board Regulations. Board may also debar him/her permanently from all future examination of the Board.

निर्देश

1. सभी प्रश्नों के उत्तर दीजिए।
2. सभी प्रश्नों के अंक समान हैं।
3. प्रत्येक प्रश्न का केवल एक ही उत्तर दीजिए।
4. एक से अधिक उत्तर देने की दशा में प्रश्न के उत्तर को गलत माना जावेगा।
5. प्रत्येक प्रश्न के चार वैकल्पिक उत्तर दिये गये हैं, जिन्हें क्रमशः 1, 2, 3, 4 अंकित किया गया है। अभ्यर्थी को सही उत्तर निर्दिष्ट करते हुए उनमें से केवल एक गोले अथवा बबल को उत्तर-पत्रक पर नीले बॉल प्वाइंट पेन से गहरा करना है।
6. प्रश्न-पत्र पुस्तिका एवं उत्तर पत्रक के लिफाफे की सील खोलने पर परीक्षार्थी यह सुनिश्चित कर ले कि उसके उत्तर पत्रक पर वही क्रमांक अंकित है जो प्रश्न-पत्र पुस्तिका पर अंकित है। इसमें कोई गिनतता हो तो वीकल से समान क्रमांक के प्रश्न-पत्र एवं उत्तरपत्रक का दूसरा लिफाफा प्राप्त कर ले। ऐसा ना करने पर जिम्मेदारी अभ्यर्थी की होगी।
7. मोबाइल फोन/ब्लूटूथ डिवाइस अथवा इलेक्ट्रॉनिक यंत्र का परीक्षा हॉल में प्रयोग पूर्णतया वर्जित है। यदि किसी अभ्यर्थी के पास ऐसी कोई वर्जित सामग्री मिलती है तो उसके विरुद्ध बोर्ड द्वारा नियमानुसार कठोर कार्यवाही की जायेगी।
8. कृपया अपना रोल नम्बर ओ.एम.आर. पत्रक पर सावधानी पूर्वक सही भरें। गलत या अपूर्ण रोल नम्बर भरने पर 5 अंक कुल प्राप्तांकों में से काटे जाएंगे।

चेतावनी : अगर कोई अभ्यर्थी नकल करते पकड़ा जाता है या उसके पास से कोई अनाधिकृत सामग्री पाई जाती है, उस अभ्यर्थी के विरुद्ध पुलिस में प्राथमिकी दर्ज कराई जायेगी और राज्य अनुचित साधनों की रोकथाम अधिनियम, 1992 की धारा 3 एवं बोर्ड रेग्यूलेशन के तहत कार्यवाही की जायेगी। साथ ही बोर्ड ऐसे अभ्यर्थी को भविष्य में होने वाली बोर्ड की समस्त परीक्षाओं से विवर्जित कर सकता है।

इस परीक्षा पुस्तिका को तब तक न खोलें जब तक कहा न जाए।

Do not open this test booklet until you are asked to do so.

HOHK

1) When approaching a guest room for cleaning one will observe the following signage's :

- a. Do not disturb signage
- b. Double locked from inside signage
- c. Corridor signage
- d. Double lock from outside signage

Select the correct answer using the code below:

- 1) a, b
- 2) a, c
- 3) b, c
- 4) b only

2) Mitering in bed making is sometimes referred to as :

- 1) Hotel corner
- 2) Hospital corner
- 3) Hostel corner
- 4) Hospitality corner

3) Full form of WC in bathroom context is:

- 1) Western commode
- 2) Water closet
- 3) Western closet
- 4) Water commode

4) Public restrooms in hotels are also known as :

- 1) Wash room
- 2) Sleep room
- 3) Relax room
- 4) Break room

5) The process of separating the soiled linen according to degree of soilness and fabric is known as :

- 1) Buffing
- 2) Selection
- 3) Washing
- 4) Sorting

6) Consider the following pair :

- a) Bleach : laundry aids
- b) Rinse : water
- c) Extract : condition
- d) Detergent: sud

The odd pair is /are

- 1) a, b only
- 2) c, d only
- 3) c only
- 4) d only

7) The most important material used in Laundry is :

- 1) Detergent
- 2) Water
- 3) Soap
- 4) Alkali

HOHK

8) For efficient functioning Housekeeping department co-ordinates with the following departments:

- a. Front Office
- b. Food and Beverage Service
- c. Engineering and Maintenance
- d. Food Production

Select the correct answer using the code below:

- 1) a, c, d
- 2) a, b, c
- 3) a, b, d
- 4) b, c, d

9) The linen is provided to restaurants by

- 1) Front Office department
- 2) F&B Service department
- 3) Housekeeping department
- 4) Maintenance department

10) VIP stands for:

- 1) Value Included package
- 2) Very Important Place
- 3) Very Important Person
- 4) Vehicle in Place

11) Another term for Valet is On

- 1) Waiter
- 2) Laundry associate
- 3) Runner
- 4) Buzzer

12) The housekeeping department is typically called the :

- a. Nervecenter of the hotel
- b. Backbone of the hotel
- c. Heart of the hotel
- d. Brainstem of the hotel

Select the correct answer using the code below:

- 1) a, b
- 2) b, c
- 3) c, d
- 4) a, c

13) Ram, a room attendant at the security Inn, is cleaning room 432. A woman knocks at the rooms entrance and explains that she needs to get the papers she left on the table for a meeting that is already in progress. What should Ram do?

- 1) Ask the women to sign a receipt for the papers
- 2) Politely ask the women to the front desk to get duplicate key.
- 3) Ask the women to remain in the corridor while she gets the papers for her
- 4) Require the women to use her room key in order to open the door.

HOHK

14) Following tasks are done by housekeeping Desk

- a) Receive guest request
- b) Maintenance of records
- c) Corridor cleaning
- d) Setting up pantry

Select the correct answer using the code below

- 1) a, c
- 2) a, b
- 3) b, c
- 4) c, d

15) An important register in housekeeping department used to convey and record messages and instructions from one shift to the other is known as:

- 1) Log Book
- 2) Shift register
- 3) Handover register
- 4) Handover Book

16) One of the best control measures used in housekeeping department to keep linen pilferage in check is to :

- 1) Take physical inventory
- 2) Maintain stocks
- 3) Use Off Premise laundry
- 4) Have regular security checks

17) Find the odd one out in context to the security alarms used in hotels

- a) Hotel alarm
- b) Contact alarm
- c) Remote alarm
- d) Fire safety alarm

Select the correct answer using the code below

- 1) a, b, d
- 2) a, b
- 3) a, b, c
- 4) b, c

18) To reduce guest thefts following measures are undertaken,

- a) Use as many monogrammed items as possible
 - b) Always keep storage rooms locked
 - c) Affix or nail down all possible fixtures to appropriate surface in the room and public areas.
- Select the false statements using the code below:

- 1) a only
- 2) b, c
- 3) a, b, c
- 4) c only

HOHK

19) Laundries may employ specialists, who are responsible for stain removal. These specialists are known as:

- 1) Strainers
- 2) Spotters
- 3) Stain specialists
- 4) Spot specialists

20) Which pair is/are not a part of standard Mini bar contents:

- a) Water : Juice
- b) Liquor : Chocolates
- c) Snack : cakes

Select the correct answer using the code below

- 1) a, b
- 2) b, c
- 3) b only
- 4) c only

21) The management staff hold a session to discuss the shifts proceedings, check grooming, do allocation etc. This process is known as

- 1) Allocation
- 2) Morning meeting
- 3) Shift meeting
- 4) Briefing

22) Key control register in housekeeping department is maintained by:

- 1) Linen room
- 2) Housekeeping control desk
- 3) Floor pantry room
- 4) Uniform room

23) Litter Bins are another name for Public area's :

- 1) Cloth Bins
- 2) Letter Bins
- 3) Linen Bins
- 4) Dust Bins

24) Following Points needs to be kept in mind while doing a quality check on linen:

- a) Comfort
- b) Strength
- c) Color
- d) Odor/Smell

Select the correct answer using the code below

- 1) a, b, c
- 2) b, c, d
- 3) a, b, c, d
- 4) a, c, d

HOHK

- 25) Which of the following statements about "making a bed" while cleaning a guest room is false
- 1) Before making the bed remove all personal item from the bed
 - 2) The most efficient way of making a bed is to first completely finish one side before beginning on the next
 - 3) While placing the second sheet, place the correct side up
 - 4) Fluff the pillows and put on the pillowcases.
- 26) The proper order of the daily servicing of the guestrooms is:
- | | |
|------------------|---------------------------------------|
| a) Checkout room | b) Early "make my room" request |
| c) VIP room | d) Check out room blocked for arrival |
- Select the correct answer using the code below
- | | |
|---------------|---------------|
| 1) a, b, c, d | 2) b, c, d, a |
| 3) a, d, c, b | 4) b, a, d, c |
- 27) Full form of GRA in housekeeping department means:
- | | |
|-------------------------|--------------------------|
| 1) Guest room attendant | 2) Guest room aid |
| 3) Guest room ally | 4) Guest room accomplice |
- 28) The public area in a hotel comprises of:
- | | |
|-----------------------|-------------------------------------|
| 1) Back of the house | 2) Both front and back of the house |
| 3) Front of the house | 4) Only the guest room |
- 29) Which one of them is the other name of On Premises Laundry:
- | | |
|---------------|-------------|
| 1) Commercial | 2) In house |
| 3) Off side | 4) Combined |
- 30) Following are the names of Ironing Press used in commercial laundry:
- | | |
|-------------------|------------------------|
| a) Flat Bed press | b) Steam press |
| c) Pant press | d) Cuff n Collar press |
- Select the correct answer using the code below
- | | |
|------------|---------|
| 1) a, b, d | 2) a, b |
| 3) a, b, c | 4) b, d |

HOHK

- 31) Consider the following Pairs:
- a) Flatwork iron : calendar machine
 - b) Steam cabinet : tunnel
 - c) Transportation : trolley
- Which of above pairs are corrected matched
- 1) a, b, c
 - 2) b, c
 - 3) a, b
 - 4) c, d
- 32) Head of department of housekeeping is known as:
- 1) Housekeeping Manager
 - 2) Executive Manager
 - 3) Executive Housekeeper
 - 4) Executive Room Manager
- 33) Which of the following activities are not carried out in linen room:
- 1) Storage of fresh linen
 - 2) Collection of soiled linen
 - 3) Dispatch of soiled linen to laundry
 - 4) Mending of linen
- 34) The Briefing is usually done:
- 1) At the end of the shift
 - 2) At the beginning of each shift
 - 3) During Lunch/dinner Break
 - 4) During the training Sessions
- 35) If a Room Attendant finds an electric appliance with an obvious fault, the initial action to take is:
- 1) Call the housekeeping desk to report
 - 2) Inform reception immediately
 - 3) Lock the door
 - 4) Raise an alarm
- 36) What is the BEST way for a hotel to organise room cleaning if it is concerned about safety and efficiency?
- 1) All room service staff should work in pairs.
 - 2) The bedroom door should be kept open while a room is being cleaned.
 - 3) Bedrooms should be serviced by outside contractors.
 - 4) The bedroom door should be locked while a room is being cleaned.
- 37) To follow proper key control procedures, employees who are issued keys:
- 1) Should keep the keys on their person at all times
 - 2) May leave the keys on top of a housekeeping cart or in guestroom area while working
 - 3) Should allow another employee or guest borrow a key if needed
 - 4) May use a master key to open a guestroom if a guest requests it.

HOHK

- 38) All unclaimed articles found on the premises should be handed over to:
- 1) Housekeeping desk
 - 2) Housekeeping pantry
 - 3) Front office
 - 4) Security
- 39) A guest calls the housekeeping control desk and says he is committing suicide.
- 1) Immediately disconnect the phone and run to guest
 - 2) Keep talking to guest and keep him engaged somehow
 - 3) Disconnect and inform security
 - 4) Keep talking for some time and then disconnect to inform EHK
- 40) Following combination of countries is being predicted to experiences substantial growth in the hospitality & tourism sector
- 1) India, Thailand, China
 - 2) India, Thailand, Gulf states
 - 3) India, China, & Gulf states
 - 4) Gulf states, Thailand, India
- 41) Following are **not the** standard safety equipments used in hotels:
- a) Smoke detector
 - b) Loud speaker
 - c) Sprinkler system
 - d) Light system
- Select the correct answer using the code below
- 1) a, b, c
 - 2) a, c
 - 3) c, d
 - 4) b, c
- 42) A guest who walks out of the hotel without paying the bills is known as:
- 1) Skipped
 - 2) Slipper
 - 3) Skipper
 - 4) Fraud
- 43) Stains are not identified on basis of:
- 1) Size
 - 2) Colour
 - 3) Sight
 - 4) Feel
- 44) Following activities are carried out during packing of garments in laundry :
- a) Garments are folded and put in paper bag.
 - b) Garments are suspended from clothes hangers.
 - c) Garment is restored to original size
 - d) Garment are pressed
- Select the correct answer using the code below
- 1) a, b, c, d
 - 2) a, b
 - 3) a, b, c
 - 4) c, d

HOHK

45) As a usual practice in many hotels, Minibar uses a manual system of checking. This system involves

- 1) The housekeeping staff to do physical check of the items consumed from the Minibar
- 2) The front office staff to do physical check of the items consumed from the Minibar
- 3) The Executive housekeeper to do physical check of the items consumed from the Minibar
- 4) The guest relation executive to do physical check of the items consumed from the Minibar

46) Where are the Maids trolley parked at the end of shift:

- | | |
|-----------|---------------|
| 1) Pantry | 2) Corridor |
| 3) Lobby | 4) Guest room |

47) Who is a Laundry Valet?

- a) Person responsible for collection of guest Laundry
- b) Person responsible for return of guest Laundry
- c) Person responsible washing of guest laundry
- d) Person responsible for packing guest laundry

Select the correct answer using the code below

- | | |
|---------|---------|
| 1) b, c | 2) a, c |
| 3) a, b | 4) c, d |

48) Occupancy report is also known as the:

- | | |
|-------------------|---------------------|
| 1) Night report | 2) Morning report |
| 3) Evening report | 4) Afternoon report |

49) Mop Closets in Public area are known as:

- | | |
|---------------------|-----------------------|
| 1) Equipment Closet | 2) Janitor Closet |
| 3) Storage Closet | 4) Public Area Closet |

50) Which of the following stain can be classified as vegetable stain:

- | | |
|----------------|-----------------|
| a) Tea Stain | b) Coffee Stain |
| c) Juice Stain | d) Blood stain |

Select the correct answer using the code below

- | | |
|------------|------------|
| 1) a, b, c | 2) b, c, d |
| 3) a, b, d | 4) a, c, d |

HOHK

51) Travel information is disseminated by various ways:

- a) Advertising
- b) Door to door
- c) Travel guides
- d) Newspaper

Select the correct answer using the code below:

- 1) a, b, c
- 2) a, c, d
- 3) a, b, d
- 4) c, d

52) Extensive cleaning of Public area is done during:

- 1) Day
- 2) Night
- 3) Evening
- 4) Afternoon

53) Turn-down service means:

- 1) Turning down services/facilities in room in night
- 2) Turning bed upside down
- 3) Making bed ready for sleeping
- 4) Turning light supply off at night

54) In which context the housekeeping department can take a room "OUT OF ORDER":

- 1) When a major repair is required in a particular room
- 2) When deep cleaning is to be done in a particular room
- 3) When only paint work is to be done in a particular room
- 4) When spring cleaning is to be done in a particular room

55) A laundry agent which helps in making yellow fabric white is:

- 1) Bluing agent
- 2) Stiffing agent
- 3) Alkaline agent
- 4) Alkali agent

56) Examples of bathroom amenity are:

- a) Shampoo
- b) Bath gel
- c) Dental kit
- d) Dutch Wife

Select the correct answer using the code below.

- 1) a, b
- 2) a, b, c
- 3) b, c, d
- 4) c, d

HOHK

57) The Drying machine in the laundry is known as:

- 1) Extractor
- 2) Tumbler
- 3) Steamer
- 4) Calendar

58) The room cleaning system usually follows the sequence:

- a) Open windows
- b) Check air conditioner
- c) Turn on light
- d) Draw draperies

Select the correct answer using the code below.

- 1) a, c, b, d
- 2) b, c, d, a
- 3) a, b, c, d
- 4) c, d, a, b

59) The sequence in which the wash cycle is done is :

- a) Washing
- b) Extraction
- c) Finishing
- d) Folding
- e) Storing

Select the correct answer using the code below

- 1) a, b, c, d, e
- 2) a, c, d, b, e
- 3) a, d, e, c, b
- 4) a, c, b, e, d

60) "Travel market" is defined as:

- a) A market place to shop for holidays
- b) A collection many sub market known as market segments
- c) A collection of tour operators
- d) An international exhibition

- 1) a only
- 2) b only
- 3) c only
- 4) b & c only

HOHK

- 61) This key opens all hotel guestrooms, which are double lock as well:
- 1) Emergency key
 - 2) Master key
 - 3) Section key
 - 4) Room key
- 62) Following areas comes under the purview of the public area supervisor.
- a) Elevators
 - b) Restaurant
 - c) Banquet hall
 - d) Kitchen
- 1) a, b, c
 - 2) b, c
 - 3) b, c, d
 - 4) c, d
- 63) Consider the following statements in content new tourism avenues.
- a) Medical tourism has arisen due to better expertise than those available in industrialized nation
 - b) Those who will travel more will be above 50 years.
 - c) Eco friendly holidays will be in greater demand in the future.
 - d) Agri tourism helps in increasing income of
- Which of the above statements hold true :
- 1) a, b
 - 2) a, b, c
 - 3) a, b, d
 - 4) All of the above
- 64) DND card stands for :
- 1) Day Night Day card
 - 2) Do not Dare card
 - 3) Duo Night Day card
 - 4) Do not disturb Card
- 65) Personal attributes of housekeeping staff includes:
- a) Eye for Detail
 - b) Honesty
 - c) Personal hygiene
 - d) Rude demeanour
 - e) Physical Fitness
- Select the correct answer using the code below:
- 1) a, b, c
 - 2) b, c, d
 - 3) a, b, c, e
 - 4) a, c, d, e

HOHK

- 66) All luxury items that a hotel gives away at no extra cost are known as:
- 1) Guest loan items
 - 2) Guest Amenities
 - 3) Guest Takeaways
 - 4) Guest supplies
- 67) While entering a guest room we announce:
- 1) May I come in
 - 2) Housekeeping
 - 3) Housekeeping ,May I come in
 - 4) Please ,May I come in
- 68) The hospitality and tourism industry is:
- 1) Largely made up of restaurants
 - 2) Declining in size over the last ten years
 - 3) The largest and fastest growing industry in the world
 - 4) Made up primarily of hotels
- 69) Daily cleaning of Lobby includes:
- a) Cleaning of ashtrays , sand urns
 - b) Indoor plant to be watered
 - c) Chandeliers to be cleaned
 - d) Carpet shampoo to be done
- Select the correct answer using the code below:
- 1) c, d
 - 2) b, c
 - 3) a, b
 - 4) a, c
- 70) Consider the pairs:
- a) Bathtub: Bathrobe
 - b) Bidet: WC
 - c) Vanity counter: mirror
 - d) Soap: Shampoo
- Which of above pairs are corrected matched
- 1) a, b, c
 - 2) b, c, d
 - 3) a, b, d
 - 4) a, c, d
- 71) With reference to "Steps followed during bathroom cleaning"
- a) The ashtray and trash cleared
 - b) The light and exhaust is turned off
 - c) The W/C is flushed and W/C cleaner is applied
 - d) The bathroom tile/tubs are pre sprayed with bathroom cleaner
- Which of the statements given above are correct?
- 1) a, b, c, d
 - 2) b, c, d
 - 3) a, c, d
 - 4) a, b, d


HOHK

- 72) A prospective guest or a customer usually travels for
- | | |
|------------------------|----------------------|
| a) Look for employment | b) Leisure |
| c) Business | d) Cultural exchange |
- 1) a, b, c
2) a, c, d
3) b, c, d
4) All of the above
- 73) A manual cleaning equipment with a rubber or metal blade and long handle used for removing excess moisture or water from floors and glass panes is known as :
- | | |
|----------|-------------|
| 1) Mop | 2) Squeegee |
| 3) Broom | 4) Duster |
- 74) Various substances, natural and synthetic used to assist the cleaning process are known as:
- | | |
|--------------------|-----------------------|
| 1) Cleaning agents | 2) Cleaning equipment |
| 3) Laundry agent | 4) Laundry equipment |
- 75) Housekeeping means:
- 1) Room Cleaning Only
 - 2) Floor Cleaning
 - 3) Cleaning only
 - 4) Keeping entire premises clean, attractive, and comfortable
- 76) Litter Bins are another name for Public area's
- | | |
|---------------|----------------|
| 1) Cloth Bins | 2) Letter Bins |
| 3) Linen Bins | 4) Dust Bins |
- 77) Which one the following cannot be termed as a reason of business travel.
- | | |
|---------------|---------------------|
| 1) Exhibition | 2) Family emergency |
| 3) Meeting | 4) Training |
- 78) Full Form TCM used as a standard Mini bar facility is :
- | | |
|----------------------|---------------------------|
| 1) Tea coffee maker | 2) Toast coffee muffin |
| 3) Tea Coffee master | 4) Toast croissant muffin |
- 79) Consider the following pairs:
- | | |
|-----------------------|-----------------------------------|
| a) CLASS A Fire: Wood | b) CLASS B : Oil |
| c) CLASS C : Metal | d) CLASS D : Electrical equipment |
- Which of above pairs are corrected matched
- | | |
|--------------|--------------|
| 1) a, b only | 2) c, d only |
| 3) b, c | 4) a, d |

HOHK

- 86) Another term used for Laundry symbol is :
- 1) Care Symbol
 - 2) Care Diagram
 - 3) Laundry diagram
 - 4) Laundry Picture
- 87) Consider the following stages of Laundry Prewash:
- a) Weighing and Loading
 - b) Transportation
 - c) Collection
 - d) Sorting
- What is the correct sequence to prepare soiled linen for washing is:
- 1) d, c, b, a
 - 2) b, d, c, a
 - 3) c, b, d, a
 - 4) a, c, d, b
- 88) Following is **not** an advantage of dry cleaning:
- 1) Dry cleaning is done for clothes which are not suitable for laundering.
 - 2) Its causes no shrinkage
 - 3) Dry cleaning flattens the pile of the fabrics
 - 4) Colors do no bleed when fabric is dry cleaned
- 89) The hotel issues which pass/document to the guest coming to meet employees or in house guests of the hotel
- 1) Visitor pass
 - 2) Guest pass
 - 3) Friendly pass
 - 4) Employee pass
- 90) Soiled Linen is collected and transported to Laundry by means of the following:
- a) Linen Chute
 - b) Linen Trolley
 - c) Linen Room
 - d) Maids Trolley
- Select the correct answer using the code below
- 1) a, b
 - 2) b, c
 - 3) a, b, c
 - 4) a, c, d
- 91) The laundry service in which the garments are processed and returned to guests in 2-3 hours is known as:
- 1) Urgent service
 - 2) Express service
 - 3) Important service
 - 4) Same day service

HOHK

- 92) An important document consulted by the Public area supervisors to plan their daily cleaning schedule is the Function Prospectus. This document is provided by which department:
- 1) Front office
 - 2) Food and beverage
 - 3) Kitchen
 - 4) Maintenance
- 93) Which of the following is not a stain removal agent:
- 1) Borax
 - 2) Acetone
 - 3) Bleach
 - 4) Hydrochloric acid
- 94)  Symbol is used to display which instructions on fabrics:
- 1) Ironing instructions
 - 2) Drying instructions
 - 3) Bleaching instruction
 - 4) Washing instructions
- 95) Distribution of fresh linen to the floors is done in the following sequence.
- a) Laundry- storage- linen room
 - b) Laundry-linen room- pantry floor
 - c) Linen room -laundry - pantry
 - d) Laundry-linen room- hk desk
- 1) a
 - 2) b
 - 3) c
 - 4) d
- 96) Consider the following statements in relation to the future industry trends in hospitality.
- a) Hotel guests will give top priority to brand name
 - b) Generally teens are technology oriented.
 - c) Support functions will be decentralized
 - d) Large hotels will wake self maintained complexes.
- Which of the above statements are true:
- 1) a, b, c
 - 2) a, b, d
 - 3) a, c, d
 - 4) b, c, d
- 97) Which of the following are a tourism types:
- a) Dark tourism
 - b) Sport travel/ tourism
 - c) Educational tourism
 - d) Creative tourism
- 1) b, c
 - 2) b, c, d
 - 3) a, b, d
 - 4) a, b, c, d

HOHK

98) The success of the travel industry is bound tightly to a continuous flow of information. The industry is dependent on this information being the following:

- a) Accurate
- b) Timely
- c) Interesting

In context to above which points hold true

- 1) a, b
- 2) a, c
- 3) a, b, c
- 4) b, c

99) Travel information is disseminated by various ways:

- a) Advertising
- b) Door to door
- c) Travel guides
- d) Newspaper

- 1) a, b, c
- 2) a, c, d
- 3) a, b, d
- 4) c, d

100) Automatic Washing Machines have the following facilities:

- 1) Rinsing only
- 2) Rinsing and drying only
- 3) Washing , rinsing and drying only
- 4) Washing and rinsing only

101) What are Laundromats:

- 1) Mats in Laundry
- 2) Self Service Laundries
- 3) Washing Machines
- 4) Laundry Detergents

102) "Suzie's in laundry are also known as :

- a) Steam air garment finishers
- b) Genies
- c) Iron board
- d) Irons

Select the correct answer using the code below

- 1) a, b
- 2) b, c
- 3) c, d
- 4) a, c

103) These are extra large towels used in bathrooms, usually provided in suite rooms in luvury hotels providing world class service

- 1) Bath Sheets
- 2) Bath towels
- 3) Bath mats
- 4) Bath Bedsheets

HOHK

104) Another name for Duvet used in bed making is:

- | | |
|--------------|--------------|
| 1) Bedspread | 2) Bed sheet |
| 3) Quilt | 4) Blanket |

105) A Bedside Table is also known as

- | | |
|----------------|----------------|
| 1) Night Chair | 2) Night Stand |
| 3) Night Table | 4) Night Stool |

106) There is an industry trend to block floors in the hotel for single lady traveller. These floors are known as :

- | | |
|-------------------|------------------|
| 1) Women Floor | 2) Eva Floor |
| 3) Reserved Floor | 4) Special Floor |

107) Following is not an example of a pillow :

- | | |
|----------------------|------------------------|
| 1) Ortho care Pillow | 2) Feather fill Pillow |
| 3) Air care Pillow | 4) Sleep over Pillow |

108) Small goodies containing chocolates or cookies are kept on the bed during which service :

- | | |
|---------------------|-------------------|
| 1) Day service | 2) Second service |
| 3) Turndown Service | 4) Night Service |

109) Chamois Leather is used to :

- | | |
|----------------|---------------|
| 1) Clean Floor | 2) Clean Tub |
| 3) Clean Glass | 4) Clean wood |

110) Hand caddies is another name for:

- | | |
|----------------------|-----------------------|
| 1) Cleaner's basket | 2) Housekeeper Basket |
| 3) Housekeeper boxes | 4) Cleaners Boxes |

111) Frequency of cleaning can be divided into :

- | | |
|------------------|-------------------|
| a) Daily tasks | b) Weekly tasks |
| c) Monthly tasks | d) Periodic tasks |

Select the correct answer using the code below

- | | |
|------------|---------------------|
| 1) a, b, c | 2) b, c, d |
| 3) a, b, d | 4) All of the above |

HOHK

112) Which of the following cannot be damp dusted in the room:

- 1) Lampshades and bulbs
- 2) Cabinets and closets
- 3) Bedside table
- 4) Chairs and tables

113) Closing down tasks after cleaning includes:

- a) Restock the Maids trolley
- b) Return the key and sign for them
- c) Empty Vacuum dust bag and reattach them
- d) Leave the soiled linen in the pantry

Select the correct answer using the code below

- 1) a, c, d
- 2) a, b, c
- 3) b, c, d
- 4) a, b, c, d

114) A discolouration caused on hard and soft surfaces by products containing dyes, proteins etc. which are difficult to remove by routine process:

- 1) Tarnish
- 2) Marking
- 3) Spot
- 4) Stain

115) Another term for taps is :

- 1) Bidets
- 2) Hand showers
- 3) Faucets
- 4) Water outlets

116) Third sheet in bed making is also known as :

- 1) Crinkle sheet
- 2) Wrinkle sheet
- 3) Twinkle sheet
- 4) Ringer sheet

117) Choice of mode of transport by the tourist depends upon:

- 1) Budget
- 2) Availability of type of transport network
- 3) Willingness to use a particular type of mode of travel
- 4) All the above

118) Inbound tourism accounts for travelling

- 1) Within one country
- 2) Moving outside country
- 3) Movement from foreign country to one own country
- 4) None of the above

HOHK

119) Match List I with List II and select the correct answer using the codes given below the list :

- List I**
- A. Scrim
 - B. Swab
 - C. Druggets
 - D. Wet cloth

- List II**
- 1. damp dusting
 - 2. Clean Mirror
 - 3. Mopping
 - 4. Floor
 - 5. Cleaning agent

Codes:

	A	B	C	D
1)	2	1	4	3
2)	1	3	2	4
3)	3	4	3	1
4)	4	2	1	3

120) Following is **not** the responsibility of housekeeping department

- 1) Deal with lost and found articles
- 2) Provide and maintain floral decorations
- 3) Provide uniforms to all departments
- 4) Address all safety and security issues of all departments