Q.1. (a) Differentiate between a capital budget and an operating budget.
(b) What are the different ways which the Executive Housekeeper can use to control the expenses of the Housekeeping Department? (5+5=10)

Q.2. (a) What is method study?
(b) Explain the step by step procedure of conducting method study. (2+8=10)

Q.3. Calculate the number of room attendants and Housekeeping supervisors required for a 5-star hotel in Mumbai. It has 400 rooms on eight floors. Assume and state any other necessary data.

OR
Plan a duty roster for Housekeeping supervisors of a six floor 300 rooms 5-star hotel in Chennai. Assume and state any other necessary data. (10)

Q.4. Explain the principles of purchasing.

OR
Discuss the housekeeping services in hospitals in comparison with hotels. (10)

Q.5. Arrange the following in the correct logical sequence and explain any two:
(a) Frequency Schedule
(b) Productivity Standard
(c) Inventory Levels
(d) Performance Standard
(e) Area Inventory List

(2+4+4=10)
Q.6. What are the advantages and disadvantages of contracting out housekeeping services?

OR

Explain the methods of pricing contracts.

(10)

Q.7. What is First-Aid? What are the contents of a first-aid box? What first-aid would you give in case a victim is suffering from:
(a) Fracture in the leg
(b) Scalding of arm due to hot water

(2+3+5=10)

Q.8. What is the role of the housekeeping department in the conservation of energy and water?

(10)

Q.9. Write briefly on any four of the following:
(a) Induction  (b) Inspection Checklist  (c) Work schedules
(d) Leadership  (e) Capital budget  (f) Ergonomics
(g) Teamwork  (h) Recycled inventories

(4x2 ½ =10)

Q.10. Match the following:
(a) Laissez faire  (i) Taps
(b) Par  (ii) Sideboard
(c) SOP  (iii) Purchase
(d) Sauna  (iv) Suffocation
(e) Credenza  (v) Leadership
(f) Lead time  (vi) Training
(g) Buddy  (vii) Standard quantity
(h) Faucets  (viii) Performance Standard
(i) CPR  (ix) Steam Bath
(j) Asphyxia  (x) Artificial respiration

(10x1=10)

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