Q.1. List at least ten guest room and ten bath room supplies. 
   OR
   Explain types of rooms available in hotels. (10)

Q.2. Draw the layout of a standard guest room. 
   OR
   Explain how will you organize “Front of the House” and “Back of the House” area cleaning? (10)

Q.3. Explain the importance of “Lost and Found” procedure in hotels.
   OR
   Explain the importance of formats and record keeping. (10)

Q.4. Explain types of beds used in hotels.
   OR
   Explain construction of a mattress with a neat diagram. (10)

Q.5. What are pests? Why is their control important? (4+6=10)

Q.6. Discuss areas of pests infestation in a hotel and preventive measures. (10)
Q.7.  (a) Explain types of keys used in hotels.  
(b) Explain special provisions for a VIP room.  

(5+5=10)

Q.8.  Give one line answer for the following:  
(a) Guest loan item  (b) Ergonomics  
(c) Furniture glides  (d) SICO bed  
(e) Eradication  (f) E-key  
(g) Sani bin  (h) White ant  
(i) Bidet  (j) Jacuzzi  

(10x1=10)

Q.9.  Draw the layout for the following:  
(a) Maids report and room status report  
(b) Room occupancy report  
(c) Lost and found register  
(d) Call register/guest message register  

(4x2 ½ =10)

Q.10.  Match the following:  
(a) OOO  (i) Guest relation executive  
(b) Grubs  (ii) Guest with very light luggage  
(c) Linen chute  (iii) Rooms overlooking landscaped area, a scenic view of a water body or a garden, may have a balcony  
(d) Log book  (iv) Larvae of insects  
(e) BUP  (v) An animal or plant depends upon another support and nourishment  
(f) Parasite  (vi) Side board in guest room  
(g) Lanai  (vii) Important register in housekeeping department used to pass information or message to another shift staff  
(h) Credenza  (viii) Passage in the form of tunnel for sending soiled linen to the laundry  
(i) Scanty baggage  (ix) Out of order  
(j) G.R.E.  (x) Light service given to the room, also known as “Touch up” service  

(10x1=10)