

SAI SHIVA EDUCATIONAL TRUST'S
ARUN MUCHALLA INTERNATIONAL COLLEGE OF HOTEL MANAGEMENT
SUBJECT : FYBsc Sem 2 Housekeeping II Sample Paper

1. DND card is a ___
 - a. Guest essentials
 - b. Guest expendables
 - c. Guest loan items
 - d. Guest amenities

2. ___ treatment makes the pool water clear, sparkling attractive and moreover it does not pose any health hazard
 - a. K4
 - b. safety
 - c. Ozone
 - d. Sterilization

3. Clean refer ___ to the standard of cleaning usual in operation theatres and intensive care units in hospitals
 - a. physically
 - b. chemically
 - c. Terminally
 - d. Entomologically

4. ___ are kept in hotel rooms as guest supplies for cleaning shoes
 - a. Shoe duster
 - b. Shoe mitt
 - c. Shoe machines
 - d. Shoe cream

5. ___ soils may contain live bacteria or their spores, which may cause disease or infections
 - a. Entomological
 - b. organic
 - c. inorganic
 - d. Bacterial

6. Damp dust the wall's curtains ___
 - a. Weekly
 - b. Daily
 - c. Specially
 - d. Yearly

7. On an average a GRA may be required to clean rooms
 - a. 12-20

- b. 10-12
 - c. 20-25
 - d. 6-8
8. Store key is a ___ key
- a. Floor
 - b. Emergency
 - c. Supply key
 - d. Master
9. ___ cleaning should be preferred over sweeping wherever possible
- a. Damp
 - b. Dry
 - c. Suction
 - d. Air
10. ___ is a discolouring or deposition on a metal or alloy surfaces
- a. Dust
 - b. Tarnish
 - c. Dirt
 - d. Stain
11. _____ may be dead flowers, content of wastepaper baskets and ashtrays.
- a. foreign matters
 - b. dust
 - c. dirt
 - d. stain
12. _____ clean means that the area should be free from harmful insects or pests.
- a. Entomologically
 - b. Physically
 - c. Chemically
 - d. Bacteriologically
13. Guest _____ items that are essential to the guest room but are not expected to be taken away by the guest.
- a. Loan
 - b. Essentials
 - c. Expandable
 - d. Amenities
14. Many hotels nowadays use the ___ key system.
- a. Card
 - b. Code
 - c. Numeric
 - d. Lock
15. Lost and found articles may be stored for ___ months.
- a. 3 to 6

- b. 4 to 8
 - c. 1 to 10
 - d. 20 to 30
16. ____ clean is supposed to be free from apparent dust & dirt as when wiped by hand.
- a. Physically
 - b. Osmologically
 - c. Chemically
 - d. Entomologically
17. ____ Key open any internal door that has not been double locked.
- a. supply
 - b. pass
 - c. floor
 - d. guest
18. They ____ are small pool in which alternate jets of warm water brings about a therapeutic effect.
- a. sauna
 - b. spa
 - c. Jacuzzi's
 - d. Solariums
19. ____ are used for conferences, exhibitions & weddings
- a. spa
 - b. swimming pool
 - c. Banquet halls
 - d. Garden
20. The ____ may be used to counter act the smell of bleach.
- a. polish
 - b. deodorizers
 - c. min cream
 - d. R2
21. Place the ____ card on the pillow
- a. key
 - b. DND
 - c. breakfast knob
 - d. registration
22. ____ is reducing the pest numbers or the damage caused by pest to an acceptable level.
- a. eradication
 - b. Suppression
 - c. Prevention
 - d. Fumigation
23. The pest is an ____ that annoys humans or animals
- a. Variation
 - b. Organism
 - c. Mutation

d. Homozygous

24. ____ is to keep a pest away from becoming a problem
- sterilization
 - eradication
 - suppression
 - Prevention
25. Mosquitoes transmit diseases such as malaria and ____
- fever
 - yellow fever
 - head ache
 - rashes
26. ____ are most commonly found pest in the industry.
- pigeons
 - Spiders
 - honey bees
 - butterflies
27. All kinds of service requests such as guest supplies & amenities etc are recorded in__
- guest message register
 - lost & found register
 - housekeeping room report
 - floor supervisor report
28. The ____ prepares the H.K. room report which confirms the occupancy of the rooms in the given shift.
- public area supervisor
 - linen room supervisor
 - floor supervisor
 - telephone supervisor
29. ____ is maintained at the control desk to record the departure from the guest room.
- missing item register
 - lost & found register
 - departure register
 - message register
30. ____ is maintained for the maintenance complaints
- log book
 - maintenance register
 - work order
 - check list

31. If the room is on DND more than ___ hours we should inform supervisor
- 15
 - 12
 - 6
 - 3
32. Knock the door with 10 secs gap each , ___ and announce "HK"
- twice
 - thrice
 - once
 - none of the above
33. The ___ key opens all rooms on a particular floor that are not double locked.
- pass
 - floor
 - guest room
 - pantry
34. ___ is Guest essential
- Drinking glasses
 - Iron board
 - Face wash
 - flowers basket
35. A ___ is a document of validity that is made and given to any employee who is legally taking out of the hotel premises
- employee ID
 - gate pass
 - Passport
 - driving license
36. ___ are the guest supplies that are expected to be used up or taken away by the guest on leaving the property
- Guest essentials
 - Guest amenities
 - Guest expendables
 - Guest loan items
37. ___ is area generally has a large coffee table along with few chairs
- kitchen
 - Dining area
 - Bathroom
 - Bedroom

38. Full form of DND –

- a. Double number door
- b. Do never disturb
- c. Do not disturb
- d. Day not done

39. Public urinals should be cleaned at least ___ times in a day

- a. 1
- b. 4
- c. 2
- d. 3

40. ___ Key opens all the hotel guestrooms and often all the housekeeping storage rooms as well.

- a. Guest room
- b. Grandmaster
- c. Supply
- d. Section

41. Clean and ___ the wall phone while cleaning.

- a. Polish
- b. Dry
- c. Disinfect
- d. Decorate

42. Room ___ must not have any form of tag that identifies the hotel

- a. Beds
- b. Chairs
- c. Keys
- d. Tables

43. Shampooing of carpets is done in

- a. daily cleaning
- b. weekly cleaning
- c. spring cleaning
- d. hourly cleaning

44. Full form of SC is

- a. second class
- b. system control
- c. safe cleaners
- d. scanty baggage

45. ___ dust lamp shades and bulbs of beside lamp.

- a. Dry
- b. Damp

- c. Wet
- d. Double

46. ___ is used for wood boring beetles

- a. Rentokil
- b. Alex
- c. Kleenex
- d. Cervix

47. ___ are steam bath cubicles made of wood or glass

- a. Jacuzzi
- b. Spa
- c. Saunas
- d. Bathtub

48. Pour ___ oil into it to prevent the larva's to grow into the adult mosquitoes

- a. linseed
- b. kerosene
- c. paraffin
- d. red

49. Rotating and turning mattresses is part of

- a. Bathroom cleaning
- b. Bed making
- c. Dusting
- d. Mopping

50. ___ should be done at 11am and 15:00 Hrs.

- a. Turn down
- b. RSR (room status report)
- c. Briefing
- d. Room Inspection