



Name: Roll No.:

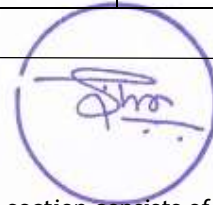
Branch: Signature of Invigilator:

Semester: IInd Date: 29/04/2022 (MORNING)

Subject with Code: HM111 FOUNDATION COURSE IN ROOM DIVISION - II

Marks Obtained	Section A (30)	Section B (20)	Total Marks (50)

INSTRUCTION TO CANDIDATE



1. The booklet (question paper cum answer sheet) consists of two sections. First section consists of MCQs of 30 marks. Candidates may mark the correct answer in the space provided / may also write answers in the answer sheet provided. The Second section of question paper consists of subjective questions of 20 marks. The candidates may write the answers for these questions in the answer sheets provided with the question booklet.
2. The booklet will be distributed to the candidates before 05 minutes of the examination. Candidates should write their roll no. in each page of the booklet.
3. Place the Student ID card, Registration Slip and No Dues Clearance (if applicable) on your desk. All the entries on the cover page must be filled at the specified space.
4. Carrying or using of mobile phone / any electronic gadgets (except regular scientific calculator)/chits are strictly prohibited inside the examination hall as it comes under the category of unfair means.
5. No candidate should be allowed to enter the examination hall later than 10 minutes after the commencement of examination. Candidates are not allowed to go out of the examination hall/room during the first 30 minutes and last 10 minutes of the examination.
6. Write on both side of the leaf and use pens with same ink.
7. The medium of examination is English. Answer book written in language other than English is liable to be rejected.
8. All attached sheets such as graph papers, drawing sheets etc. should be properly folded to the size of the answer book and tagged with the answer book by the candidate at least 05 minutes before the end of examination.
9. The door of examination hall will be closed 10 minutes before the end of examination. Do not leave the examination hall until the invigilators instruct you to do so.
10. Always maintain the highest level of integrity. Remember you are a BITian.
11. Candidates need to submit the question paper cum answer sheets before leaving the examination hall.

**BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(END SEMESTER EXAMINATION)**

**CLASS: BHMCT
BRANCH:HMCT**

**SEMESTER: II
SESSION: SP/22**

SUBJECT: HM 111 Foundation Course in Room Division-II

TIME: 2 HOURS

FULL MARKS:50

INSTRUCTIONS:

1. The total marks of the questions are 50.
2. Candidates may attempt for all 50 marks.
3. Before attempting the question paper, be sure that you have got the correct question paper.
4. The missing data, if any, may be assumed suitably.

- Q1 This is composed of loose particles deposited from the air. It contains both organic (human and animal hair, dead skin cells, particles of excreta, pollen from plants, and so on) and inorganic (sand, dry earth) matter. [1]
- a- DIRT
 - b- DUST
 - c- TARNISH
 - d- STAIN
- Q2 In this method the Guest Room attendant completes all the cleaning tasks in one room before proceeding to other room. On an average an GRA may be required to clean about 12-20 room in 8 hours duty. [1]
- a- Orthodox cleaning
 - b- Block cleaning
 - c- Team Cleaning
- Q3 This is a term used for annual cleaning of guestrooms and public areas in off season periods and low occupancy periods. [1]
- a- DEEP CLEANING
 - b- SPRING CLEANING
- Q4 This method helps in removal of dust, sand or grit from a floor which if not removed can penetrate/scratch the surface. [1]
- a- Dry Mopping
 - b- Dusting
 - c- Sweeping
 - d- Damp Mopping

- Q5 These brushes have bristles which are quite flexible and set close together. They help to remove loose soil and litter on hard, smooth surfaces. [1]
- a- Soft Brushes
 - b- Hard Brushers
 - c- Scrubbing Brushes
- Q6 The trolley is used for storing and moving of cleaning supplies during cleaning of public areas or special cleaning of a guest room [1]
- a- JANITORS TROLLEY
 - b- Linen Trolley
 - c- ROOM ATTENDANT'S CART
- Q7are substances/chemicals which depend on their rubbing or scratching action to clean dirt and girt from hard surfaces. [1]
- a- Reagents
 - b- Bleaches
 - c- Abrasives
 - d- Detergents
- Q8 Alkaline detergents with a high ph. are also used as [1]
- a- Floor Strippers
 - b- Floor Sealers
- Q9 These are obtained when fat or oil is treated with an alkali and the process is called saponification? [1]
- a- Soapy Detergents
 - b- Synthetic Detergents
- Q10 An ideal cleaning agent should have... [1]
- a- A good wetting and emulsifying powers
 - b- Be easy to rinse away
 - c- Be biodegradable
 - d- All of the above
- Q11 A GRAs work begins when he reports at the in correct uniform and proper grooming. [1]
- a- Housekeeping desk
 - b- floor pantry
- Q12 After the GRA finishes servicing one room, he/she informs to whom, that the prepared guestroom can be inspected. [1]
- a- Executive housekeeper
 - b- Floor supervisor
 - c- Public area supervisor
 - d- control desk supervisor

Q13 Follow a systematic method by starting at the door and cleaning surface as you move clockwise or anticlockwise. Also, always clean from higher to lower levels. [1]

- a- True
- b- False

Q14 Aroom is one from which the guest has left, settling his /her account, returning the room keys and departing the hotel. [1]

- a- Vacant
- b- Vacated
- c- Ooo
- d- occupied

Q15 is provided on the special request of a guest after the guestroom has already been serviced earlier in the day. [1]

- a- Evening service
- b- Second service

Q16 These are presidents and CEOs of large companies, the management and directors of the hotel itself, well known personalities and other high ranking officials [1]

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

Q17 Frequency of cleaning may be divided according to the frequency of their scheduling, which depends upon: - [1]

- a- The level of soiling
- b- The type of surface
- c- The type of hotel
- d- All of the above

Q18 Deep cleaning refers to the incentives cleaning schedule in which periodic cleaning tasks are scheduled for monthly, quarterly, half yearly or annual frequencies. [1]

- a- Yes
- b- No

Q19 The Federation of Hotel and Restaurant Associations of India (FHRAI) formed in.... , [1]

- a- 1954
- b- 1956
- c- 1957
- d- 1958

Q20 The category will cover hotel in Residences/Have lies/Hunting Lodges/Castles/Forts/Palaces built prior to 1950. The hotel should have a minimum of 5 rooms (10 beds). [1]

- a- Heritage
- b- Heritage Classic
- c- Heritage Grand

- Q21 FHRAI stands for. [1]
- a- Federation of Hotel & Restaurant Affiliation of India
 - b- Federation of Hotel & Restaurant Association of India
- Q22 The federation was formed by the four regional associations functioning in the country (FHRAI) [1]
- a- True
 - b- False
- Q23 HRACC stands for. [1]
- a- The Hotel & Restaurant Approval & Classification Corporation
 - b- The Hotel & Restaurant Approval & Classification Committee
- Q24 A form indicates where would the guest be available at a particular time and if at all he is going out of the hotel, then at what time he would be back. [1]
- a- Identification form
 - b- Location Form
- Q25 Uniformed Service [1]
- a- Info Desk
 - b- Reception
 - c- Reservation
 - d- Concierge
- Q26 HRACC members - Find the odd one out [1]
- a- IATO
 - b- HAI
 - c- Principal, Regional IHM
 - d- FSSAI
- Q27 Bell boy Functions - Odd one out [1]
- a- Luggage handling
 - b- Newspaper circulation
 - c- Guest Escort to rooms
 - d- Guest room booking
- Q28 Wake up call Service [1]
- a- Reception
 - b- Telephone operator
 - c- Bell desk
 - d- Cash & Bills
- Q29 Guests with no reservation [1]
- a- No show
 - b- Skipper
 - c- Walk in
 - d- Sleeper

Q30	Back of the house dept	[1]
	a- Purchase b- Front office c- Food and beverage d- Health Club	
Q31	What is Spring Cleaning?	[4]
Q32	What are the Points to be considered when selecting cleaning agents?	[4]
Q33	What is a Second service?	[4]
Q34	What is a Heritage hotel?	[4]
Q35	List out the operational function of the Front Office Department?	[4]

:::: 29/04/2022 :::::