

N.B.:

- 1) All questions are compulsory.
- 2) Answers to Both the sections to be written in **SAME** answer book.
- 3) Figures to right indicate **FULL** marks.

SECTION - I

Q.1) Answer **ANY SIX** of the following: (06)

- a) What is Pillow Menu?
- b) What is Sleep Kit?
- c) What is Power Zone?
- d) Give the full form of LED.
- e) What is HPMVs?
- f) What is Anthropometry?
- g) What is full form of CFLs?
- h) What is Green Building?

Q.2) Attempt **ANY THREE** of the following (12)

- a) Write a short note on Amenity Trends in housekeeping.
- b) List down important points to Improve the Workplace Environment.
- c) Elaborate on Energy Conservation in hotels.
- d) What are the general Guidelines for Water Conservation in hotels?

Q.3) Attempt **ANY THREE** of the following (12)

- a) Explain the Design Trends in hotels.
- b) Explain the importance of Ergonomics in Housekeeping procedures.
- c) 'Educating hotel employees about Energy conservation is very important' – Explain.
- d) What are the important Criteria for Ecotel Certification.

SECTION - II

Q.4) Answer **ANY SIX** of the following: (06)

- a) Explain the term 'Productivity Standards.'
- b) What is shotgun Management?
- c) Explain the term 'Trellises.'
- d) What is Atrium?
- e) What is Jacquard?
- f) Define Sericulture.
- g) Explain – R – value.
- h) Give the full form of VOCs.

Q.5) Attempt **ANY THREE** of the following (12)

- a) Write a short note on 'Waste management' in hotels.
- b) Explain the scope of Facility Management in Hospitality Sector.
- c) Write a short note on reports generated through Management Information System in housekeeping.
- d) Guest involvement in Water Conservation Programme is necessary' Elaborate.

P.T.O.

Q.6) Attempt **ANY THREE** of the following

(12)

- a) Write a short note on 'Duvets, Eiderdowns, and Quilts.
- b) Explain the importance of Sewage Treatment Plant.
- c) Write a short note on Property Management System in Housekeeping.
- d) Explain the concept of Outsourcing in housekeeping.

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