

QUESTION BANK

Draw the layout of a suite room and list out all the guest supplies with its placement. (10)

Explain five types of windows and five types of window treatments. (5+5=10)

Write a note on new property countdown. (10)

Explain the special features on an Eva floor. (10)

Special infrastructure features for the physically challenged in a hotel. (10)

Special eco-friendly measures taken by hotels, to improve their carbon footprint. (10)

Discuss the effects of lighting and ventilation on the quality of work and stay in a hotel facility. List the different types of lighting used in public areas such as lobby, gardens, bars and coffee shop. (10)

Differentiate the type of décor and features found in a boutique hotel and a down town 5-star hotel. Explain with examples. (10)

Ans- Boutique hotels

Boutique hotel is a term popularized in North America and the United Kingdom to describe hotels which often contain luxury facilities of varying size in unique or intimate settings with full service accommodation.

Boutique hotels are typically smaller, intimate designer hotels that are often designed with quirky, elegant decor and personalized service.

There are two branches of Boutique Hotels: Boutique Hotels in city destinations, and Boutique Hotels in resort destinations. The Boutique Hotels in city destinations are not only visited because of their convenience, but also because of the city's fashion. Therefore, the most common locations of the Boutique Hotels are London, New York, Miami, and Los Angeles. Technology is an important attribute of a city Boutique Hotel. It could be technology used to emotionally connect the guest with the Hotel, like music and light, or it could be technology for the guests' convenience, such as computers with high-speed internet, cordless phones, DVD players, and flat-screen televisions.

Also, there are Boutique Hotels in resort destinations, which generally are located in hidden places, like islands or mountains. Unlike the ones in city

destinations, technology it's not strictly necessary in the resort destinations. Instead of it, exotic amenities are the core competence of the resort destinations. They commonly offer the non-existence of electronics, spas, yoga and/or painting classes, and connection to the environment, in order to promote their guests comfort. The concept of fashion is different in their case, because the more difficult it is to reach the destination by means of common transportation, the more fashionable the location is considered.

Describe-Full service apartments and executive or business hotel.

Ans- Serviced apartments

Serviced apartments are basically fully furnished apartments that have some type of service attached i.e. housekeeping/linen service, internet access, linguistic support, concierge service, etc. If the serviced apartment has a hotel license one can rent them from one night and enjoy a hotel-like atmosphere with a nice kitchen, or it is more common that the serviced apartment is an actual "apartment" not a hotel. This means a minimum stay requirement of 30 days or nights in most cases. However, a serviced apartment rented for a month or more will save quite a bit on accommodation fees as they are usual much less costly than hotels. Also, many serviced apartment operators can further lower operation costs by offering weekly housekeeping and thereby providing increased privacy and a sense of "home" to guests.

Business hotels

Business hotels provide both lodging accommodations and facilities for large-scale business-related events such as conferences, annual meetings, shareholder meetings and various celebrations. Such facilities include conference rooms, business centres, communications hubs, catering and convenient location near major airport terminals

Motels

A motel (motor hotel) is a hotel which is for a short stay, usually for a night, for motorists on long journeys. It has direct access from the room to the vehicle (for example a central parking lot around which the buildings are set), and is built conveniently close to major roads and intersections.

Underwater hotels

Some hotels have accommodation underwater, such as Utter Inn in Lake Mälaren, Sweden.

Capsule hotels

Capsule hotels are a type of economical hotel that are found in Japan, where people sleep in stacks of rectangular containers.

Write short notes on wall finishes. (5+5=10)

Types of colour combinations used in hotels .Give reasoning for the choice of colours in each area. (10)

Explain the causes and prevention methods for the following hazards-

Back strain

Burns and scalds.

On spotting a fire ‘respond not react”. Justify your statement. What are the common causes and how can you prevent them. (5x3=15)

How would you handle the following situations?

Habitual late coming of employee

Guest caught by supervisor while packing bathrobes and towels.

Bomb hoax

Frequent accidents on the topmost floor. (5X4=20)

What are the properties of colour? What are colour schemes? Suggest suitable colour schemes for a nursery and fast food joint. (5+5+10=20)

Enlist five factors to be kept in mind while making provisions for windows in a room .Illustrate the different types of windows. (5+5=10)

The invention of incandescent light revolutionised the lighting system. Explain with reference to different types of modern day lighting systems. (10)

Discuss the merits, demerits, and problems encountered in maintaining carpets in hotels. (10)

Suggest five ways each to reduce pilferage by guests and staff of a hotel from the guest rooms. (5+5=10)

What are dirty dozen in housekeeping? (5)

1. Top of the door edges and ceiling.
2. Air-conditioning ducts and diffuser grills.
3. Under bathroom counters.
4. Behind the WC bowl- the s-trap.
5. In the toilet roll niche
6. Faucet nozzle filter
7. Top of the picture frames
8. Area above racks
9. Toilet vents
10. Rear surface of doors
11. Interior surface of drawers
12. Beneath the table

What are the various materials used to prepare furniture. Discuss the special features and specific uses of hard wood, soft wood, sisal, hemp, cane, and wicker.

Ans. Hard wood is obtained from broad leafed, deciduous trees, which are strong and thus can stand a good amount of wear and tear. Used in construction of floors, walls, furniture and furnishings. They are expensive and mostly used as veneers on other woods. Example-teak, oak, ash, beech, birch, walnut and rosewood.

Soft wood-is obtained from coniferous trees. They are light and prone to wear and tear, indentations, and grooves and splintering. Used in construction of sub floors, ceilings, joists and furniture. Examples –pine, cedar, and rubber wood.

Sisal- this type of furniture is made from the leaves of a Mexican plant.

Hemp- The fibre of cannabis plant.

Cane- these are reeds or grasses of the raspberry plant.

Wicker – Common name for twigs. Shoots of willow plants used for making baskets, trays, stools, sofas, chairs and tables.

Rattan- a tropical climbing plant commonly palms.

Terms-

1. Acoustics- The property of materials that determines how well they absorb sounds.
2. Decibels- Units in which sound intensity is measured.
3. STC- Sound Transmission Coefficient.
4. NRC-Noise reduction coefficient A scale that indicates the amount of sound waves a material or surface absorbs or reflects.
5. White noise-Noise whose energy is uniform over a wide range of frequencies. It is a persistent sound. For example –the hum of a vacuum cleaner.
6. Anthropometry-study of human body movement.
7. Ergonomics-the study of the relation between work and the human body. It involves how working conditions, machines, and equipment can be arranged so that people can work with them safely and more efficiently.
8. Work simplification- the use of equipment, ergonomics, functional planning and behaviour modification to reduce the physical and psychological stresses on the body of activities done particularly at work.
9. TDD/TTY -A telecommunication device for the deaf. The device flashes a light or vibrates as a wristband or watch. It also has a keyboard having 20-30 alphabets, a display screen and a modem. The user types letters and are converted into electrical signals which can travel through regular telephone lines .at the destination they are converted back to letters .Some TTY also have answering machines.

10. Wi-fi- Wireless fidelity. It enables guests to access a wide range of information, applications and computing anywhere in the hotel.
11. PDA- Personal digital assistant, a handheld computer that serves as an organiser for personal information. It can be combined with a cell phone and other wireless technology.
12. VoIP- Voice over internet protocol .A category of hardware and software system that enables the use of the internet as a transmission medium for telephone calls by sensing voice data over the internet. It is also called voice telephony, IP telephony or(Vol) voice over the Internet
13. WLAN/LAWN- wireless local area network or Local area wireless network. A network that uses high frequency radio waves rather than wires to communicate between nodes.
14. Illumination – The distribution of light on a horizontal surface .It is measured in foot-candles.
15. Foot candle- A lumen of light distributed over 1 square foot of area.
1 foot candle= 10.76 lux.
16. Light efficiency- Ratio of light output from a lamp to the actual electric power consumption. It is measured in Lumens per watt (LPW)
17. Dimmers- switches that can alter the amount of light given by a light source.
18. HPMV- High pressure mercury vapour lamps.
19. HPSV- High pressure sodium vapour lamps.
20. House break-up- A pictorial representation of the location of all the guestrooms as given in the physical layout plan of the hotel. It is a line drawing showing the positions of all guestrooms, guest corridors, floor pantries and other areas significant to guestroom cleaning.
21. House divisions- A division allotted to a supervisor having 4-6 room sections , along with associated corridors , elevators, stairways, service areas and storage areas.
22. Room section – a set of 13-20 rooms allotted for servicing and cleaning to a room attendant or GRA in a 8hour shift.
23. Standard Operating Procedure (SOP) –a document that specifies the method of operating or a specific procedure for the accomplishment of a task.
24. Tapestry- piece of thick fabric with designs woven or embroidered on it.

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Q1. What is the difference between safety and security?

Q2. What is a safety management committee? Enumerate how it works?

Q3. What is a safety Audit?

Q4. What is pilferage? As a housekeeper how would you detect, handle and prevent pilferage?

Q5. Give the format of and the use of the following:

- Lost and Found Register

- Lost and Found Form

- Missing Items Register

- Accident report form

- Key Register

- Memorandum

- Inventory Level

- Snagging List

- Maintenance Request

Q6. Discuss the 3-Es of work place safety. Identify some of the common hazards in housekeeping operations.

Q7. Discuss measures that can be taken to avoid fire in hotels. What procedures are to be followed in the event of a –large fire and in a small fire?

Q8. “Key control is the first step towards preventing theft”. Discuss.

Q9. What is an accident? What are your responsibilities as an employee to ensure safety in the workplace?

Q10. Discuss the various classes of fire and the extinguishers used for them.

Q11. What are the elements of art and principles of design? Explain each.

Q12. What is colour? What are the dimensions of colour?

Q13. What are the classic colour schemes? Explain with the help of colour Wheel.

Q14. What is the difference between Prang and Munsell colour theories?

Q15. Describe classification of colours.

Q16. Draw and explain the parts of a window.

Q17. Classify lighting on the basis of –

- Purpose
- Method of lighting
- Source of lighting
- Architectural and Non – architectural lighting.

Q18. Explain the types of flooring and floor finishes.

Q19. Write a detailed note on the different types of carpets.

Q20. What factors would you keep in mind while selecting carpets?

Q 21. What are the different materials used for construction of furniture?
Discuss the advantages and disadvantages of any five.

Q22. Classify accessories. Give examples of each type.

Q23. What is refurbishment? What is the role of housekeeping department in refurbishment?

Q24. What is redecoration? Give the step by step procedure for redecorating a guest room.

Q25. List all the tasks that an executive housekeeper needs to do for an upcoming property in three months.

Q26. What are the pre-opening activities for housekeeping department?

Q27. Differentiate between:

1	LUX	LUMEN
2	DIRECT LIGHT	DIFFUSED LIGHT
3	TUFTED CARPET	WOVEN CARPET
4	VALUE OF COLOUR	INTENSITY OF COLOUR
5	BAY WINDOW	BOW WINDOW
6	FRAME OF WINDOW	JAMB OF WINDOW
7	VENETIAN BLINDS	ROMAN BLINDS
8	VERTICAL BLINDS	SHUTTERS
9	VALANCES	SWAGS
10	TERRAZZO FLOORING	GRANOLITHIC FLOORING
11	SMOKE DETECTORS	FIRE SPRINKLERS
12	FORM	SHAPE
13	LINOLEUM	PINOLEUM
14	FITTED FURNITURE	CANTILEVERED FURNITURE
15	PILE HEIGHT	FACE WEIGHT
16	SKIRTING	CORNICE
17		

Q28. Expand and explain the following terms:

1. HAZCOMM
2. OSM
3. OSHMS
4. UL
5. ISI
6. RACE
7. FIRE
8. BCF
9. PBCMA
10. BCF-In Carpets

Q29. Explain in brief:

1. Thread count
2. Pile density
3. Rattan/bamboo/ hemp/felt
4. Pouffe
5. Chaise lounge
6. House break-up
7. Wall elevation
8. Layout

9. Fire safety signs
10. Brise soleil
11. Trompe l'oeil
12. Jalousie
13. Types of curtains
14. Ergonomics
15. Restoration
16. Fire retardant finishes
17. Acoustics
18. Decorative design and structural design
19. Shutters ,Shades and screens
20. Furnishings.

Specialty hotels

Historic Inns and boutique hotels



[Hotel Astoria](#) and a statue of Tsar [Nicholas I of Russia](#) in front, in [Saint Petersburg, Russia](#)

[Boutique hotels](#) are typically hotels with a unique environment or intimate setting. Some hotels have gained their renown through tradition, by hosting significant events or persons, such as Schloss [Cecilienhof](#) in [Potsdam, Germany](#), which derives its fame from the [Potsdam Conference](#) of the [World War II](#) allies [Winston Churchill](#), [Harry Truman](#) and [Joseph Stalin](#) in 1945. The [Taj Mahal Palace & Tower](#) in [Mumbai](#) is one of India's most famous and historic hotels because of its association with the [Indian independence movement](#). Some establishments have given name to a particular meal or beverage, as is the case with the [Waldorf Astoria](#) in [New York City](#), United States where the [Waldorf Salad](#) was first created or the [Hotel Sacher](#) in [Vienna](#), Austria, home of the [Sachertorte](#). Others have achieved fame by association with dishes or cocktails created on their premises, such as the [Hotel de Paris](#) where the [crêpe Suzette](#) was invented or the [Raffles Hotel](#) in [Singapore](#), where the [Singapore Sling](#) cocktail was devised.



[Hôtel Ritz](#) in [Paris, France](#)



Chicago's [Magnificent Mile](#) has hosted many [skyscraper](#) hotels such as the [Allerton Hotel](#)

A number of hotels have entered the public consciousness through popular culture, such as the [Ritz Hotel](#) in [London](#), through its association with [Irving Berlin's](#) song, '[Puttin' on the Ritz](#)'. The [Algonquin Hotel](#) in New York City is famed as the meeting place of the literary group, the [Algonquin Round Table](#), and [Hotel Chelsea](#), also in New York City, has been the subject of a number of songs and the scene of the stabbing of [Nancy Spungen](#) (allegedly by her boyfriend [Sid Vicious](#)).

Resort hotels



The [Atlantis Paradise Island](#) resort in [Paradise Island](#), [Bahamas](#)

Some hotels are built specifically to create a captive trade, example at [casinos](#) and [holiday resorts](#). Though of course hotels have always been built in popular destinations, the defining characteristic of a resort hotel is that it exists purely to serve another attraction, the two having the same owners.

In [Las Vegas](#) there is a tradition of [one-upmanship](#) with luxurious and extravagant hotels in a concentrated area known as the Las Vegas Strip. This trend now has extended to other resorts worldwide, but the concentration in Las Vegas is still the world's highest: nineteen of the world's twenty-five largest hotels by room count are on the Strip, with a total of over 67,000 rooms.^[1]

In Europe [Center Parcs](#) might be considered a chain of resort hotels, since the sites are largely man-made (though set in natural surroundings such as [country parks](#)) with captive trade, whereas [holiday camps](#) such as [Butlins](#) and [Pontin's](#) are probably not considered as resort hotels, since they are set at traditional holiday destinations which existed before the camps.

Other specialty hotels



 [RMS Queen Mary](#), Long Beach, California, United States

- The [Library Hotel](#) in New York City, is unique in that each of its ten floors is assigned one category from the [Dewey Decimal System](#).
- The [Burj al-Arab](#) hotel in [Dubai, United Arab Emirates](#), built on an artificial island, is structured in the shape of a boat's sail.
- The Jailhotel Löwengraben in [Lucerne, Switzerland](#) is a converted prison now used as a hotel.
- The [Luxor](#), a hotel and casino on the [Las Vegas Strip](#) in [Paradise, Nevada](#), United States is unusual due to its pyramidal structure.
- The Liberty Hotel in [Boston](#), used to be the [Charles Street Jail](#).
- Built in [Scotland](#) and completed in 1936, The former [ocean liner RMS Queen Mary](#) in [Long Beach, California](#), United States uses its first-class staterooms as a hotel, after retiring in 1967 from Transatlantic service.
- There are several hotels throughout the world built into converted airliners.

Unique hotels

Treehouse hotels

Some hotels are built with living trees as structural elements, for example the Treehotel near [Piteå, Sweden](#), the Costa Rica Tree House in the Gandoca-Manzanillo Wildlife Refuge, [Costa Rica](#); the [Treetops Hotel](#) in [Aberdare National Park, Kenya](#); the [Ariau Towers](#) near [Manaus, Brazil](#), on the [Rio Negro](#) in the [Amazon](#); and Bayram's Tree Houses in [Olympos, Turkey](#).

Straw bale hotels

In Nax Mont-Noble, a little ski resort situated on 1300 metres in the Swiss Alps, construction for the Maya Guesthouse started in October 2011. It will be the first hotel in Europe built entirely with straw bales. Due to the insulation values of the walls it will need no heating^[2]

Bunker hotels

The [Null Stern Hotel](#) in [Teufen](#), [Appenzellerland](#), [Switzerland](#) and the Concrete Mushrooms in [Albania](#)^[3] are former nuclear [bunkers](#) transformed into hotels.

Cave hotels

The Cuevas Pedro Antonio de Alarcón (named after the [author](#)) in [Guadix](#), Spain, as well as several hotels in [Cappadocia](#), Turkey, are notable for being built into natural [cave](#) formations, some with rooms underground. The Desert Cave Hotel in [Coober Pedy, South Australia](#) is built into the remains of an [opal](#) mine.

Capsule hotels



 Interior of a [capsule hotel](#) in [Osaka](#), Japan

[Capsule hotels](#) are a type of economical hotel that are found in Japan, where people sleep in stacks of rectangular containers.

Ice and snow hotels

Main article: [Ice hotel](#)

The Ice Hotel in [Jukkasjärvi](#), [Sweden](#), and the Hotel de Glace in Duschenay, Canada, melt every spring and are rebuilt each winter; the Mammut Snow Hotel in Finland is located within the walls of the [Kemi](#) snow castle; and the Lainio Snow Hotel is part of a snow village near [Ylläs](#), Finland.

Garden hotels

[Garden hotels](#), famous for their gardens before they became hotels, include Gravetye Manor, the home of garden designer [William Robinson](#), and [Cliveden](#), designed by [Charles Barry](#) with a rose garden by [Geoffrey Jellicoe](#).

Underwater hotels

Some hotels have accommodation underwater, such as [Utter Inn](#) in [Lake Mälaren](#), Sweden. [Hydropolis](#), project cancelled 2004 in [Dubai](#), would have had suites on the bottom of the [Persian Gulf](#), and [Jules' Undersea Lodge](#) in [Key Largo, Florida](#) requires [scuba diving](#) to access its rooms.

Railway hotels

Frequently, expanding railway companies built grand hotels at their termini, such as the [Midland Hotel, Manchester](#) next to [the former Manchester Central Station](#) and in London the ones above [St Pancras railway station](#) and [Charing Cross railway station](#) also in London is the Chiltern Court Hotel above [Baker Street tube station](#) and [Canada's grand railway hotels](#). They are or were mostly, but not exclusively, used by those travelling by rail.

Motels

Main article: [Motel](#)

A motel (motor hotel) is a hotel which is for a short stay, usually for a night, for motorists on long journeys. It has direct access from the room to the vehicle (for example a central parking lot around which the buildings are set), and is built conveniently close to major roads and intersections.

World record setting hotels



Historical Hotel Savoy in [Florence](#)

Largest

In 2006, [Guinness World Records](#) listed the [First World Hotel](#) in [Genting Highlands, Malaysia](#) as the world's largest hotel with a total of 6,118 rooms.^[4] The [Izmailovo Hotel](#) in Moscow has the most rooms, with 7,500, followed by the Venetian Palazzo Complex in Las Vegas (7,117 rooms) and [MGM Grand Las Vegas](#) (6,852 rooms).

see also [List of largest hotels in the world](#)

Oldest

According to the [Guinness Book of World Records](#), the oldest hotel still in operation is the [Hoshi Ryokan](#), in the Awazu Onsen area of [Komatsu](#), Japan which opened in 718.^[5]

Tallest

The [Ritz-Carlton Hong Kong](#) is claimed to be the world's highest hotel.^[6] It is located in the top floors of [Hong Kong](#)'s tallest building, the 488 meter tall .