CENTRAL BHARAT SEVAK SAMAJ

NATIONAL DEVELOPMENT AGENCY, ESTABLISHED IN 1952 BY PLANNING COMMISSION, GOVT. OF INDIA

CENTRAL BOARD OF EXAMINATIONS

BSS NATIONAL VOCATIONAL EDUCATION MISSION

HMTS028-BSS DIPLOMA IN CORPORATE HOUSE KEEPING

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS028-01 COMMUNICATIVE ENGLISH AND COMPUTER FUNDAMENTALS

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) Noun is a _____ Word

2) I _____ seen the Tajmahal.

3) Paint has a _____ box

4) Windows 98 is a _____ loading system

5) Hybrid computer is used for _____

6) In MS Word print is in _____ menu

7) In Windows _____ function key used to get help

8) Notes and commands can be related to the _____

9) Print preview is visible in _____ menu

10) In Windows _____ function key used to get help

11) She is _____ B.sc graduate

12) I am _____ (eat) food.

13) Consonants are _____ in number

14) Esc used for _____

15) Have mercy _____ the poor

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Define Pronoun?
2) Define adjectives?
3) What is meant by weak verbs?
4) Windows
5) Hardware
6) Degrees of comparison
7) Font
8) Digital computer
9) Attrib
10) Explain any five functions in MS Excel
11) Enter
12) Subordinate clause
13) Chart elements
14) Write short notes on 'macro'
15) Walking areas of computer?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Tool menu
2) Edit
3) Importance of information technology
4) Title bar
5) Word area
6) Substance abuse
7) What are the procedures of merging cells in excel
8) Explain table menu in MS Excel?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) What are the advantages of using computer in the Modern Field.
2) Explain 'slide presentation creating' in MS Power Point
3) Explain the classification of computer
4) Explain the keyboard
5) Write a letter to the Superintendent of Police regarding frequent thefts in your Colony

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HMTS028-BSS DIPLOMA IN CORPORATE HOUSE KEEPING

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS028-02 HOUSE KEEPING (CLEANING)

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) Aesthetics _____

2) Renovation _____

3) Meeting room _____

4) Horticulture _____

5) Metal surfaces are cleaned with _____

6) Back house corridors are cleaned by _____ and _____

7) Cigarette -stub dispencers in foyers are called _____

8) The best time to clean elevators is _____

9) Floor terraces and balconies are cleaned by _____

10) Cloak rooms _____

11) A business lounge will be found in a _____ hotel

12) PLC _____

13) Motels, lodges, bed&breakfast are _____

14) Downtown hotels are located at the _____ of the city

15) British law defines a _____ AS a place

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Define wet mopping
2) Write the cleaning equipment
3) Write a list of soilage?
4) Draw the chart for scope of activity
5) What is a public area?
6) Give a detail for eye for detail
7) What is the mean by salesmanship
8) Describe the grooming and hygiene
9) Define gardener?
10) Draw the small housekeeping staff chart
11) Define room attendant
12) Role of supervisor?
13) Explain flower room?
14) Define control desk room?
15) DEFINE HOUSEKEEPING

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Writ about the trolleys of housekeeping
2) Describe the mops and brooms
3) Write about the brushes
4) Explain the cleaning methods?
5) Give the details of storage of equipment
6) Write about elevators?
7) Explain the supervisor duties and responsibiliteies
8) Write a methods of cleaning any 5

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Write about the inventory management
2) Explain the types of rooms
3) Describe the room cleaning
4) Draw the any 10 brushes?
5) EXPLAIN the types of floors?

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HMTS028-BSS DIPLOMA IN CORPORATE HOUSE KEEPING

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS028-03 LINEN / LAUNDARY

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) Marker _____

2) Packer _____

3) Process _____

4) Spotter _____

5) Steam press _____

6) Hot head press _____

7) Valet _____

8) Flat press _____

9) Tumbler _____

10) The minimum level of supplies required to meet daily demands is called _____

11) The process of physical verification of stocks is called _____

12) Soiled linen from floor linen rooms come directly to the laundry _____

13) The exchange room fr linen and uniforms is _____

14) Linen bags are used in linen rooms to _____

15) A Small hotel will have a linen turnaround of _____

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Define floor supervisor?
2) Valet service area define?
3) What is the mean by spotting section
4) Calendar machines.?
5) Define hand press?
6) Define shirt press?
7) Write about the steam press?
8) Hot head press means..?
9) Draw the dependent on the laundry?
10) Define laundry department?
11) Define stock taking?
12) How to establish par stock for linen?
13) Give a short notes on room linen
14) Define linen bags
15) DEFINE ladders in housekeeping

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) How to control the guest complaints?
2) Role of executive housekeeper?
3) Explain the role of laundry manager?
4) What are the importance of par stock
5) Write about the uniform exchange procedure?
6) Explain the discarded linen
7) What are the equipment used in spotting?
8) CLASSIFICATION OF STAINS?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) EXPLAIN the inventory control of linen?
2) Give a job description of laundry supervisor
3) Give a short notes on laundry washerman
4) What are the chemicals can be used?
5) Draw the housekeeping layout and give a detail.

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HMTS028-BSS DIPLOMA IN CORPORATE HOUSE KEEPING

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS028-04 FIRST AID / HYGIENE / MAINTENANCE

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) THE gardeners walk long distance to _____ for landscapes and _____

2) Room attendance will need to _____ to pick

3) _____ from broken glass in linen

4) Muscle cramps from _____ lifting

5) Injuries due to improper _____ habits

6) Security in housekeeping _____

7) Room attendants have _____ of items

8) Class b fires require _____

9) Class a fires require _____

10) Class c fires require _____

11) Ascertain the extent and _____ of the fire

12) Stairs are used for _____ guests

13) The safety and peace of mind of the _____ is most important

14) Classification of fires _____

15) The management must organize _____

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Define spot checks?
2) Define gate pass?
3) Write about bomb threats in hotel
4) What are the security housekeeping
5) Define fire drills?
6) Define smoke detection system?
7) What is fire alarm system?
8) What is fire detection system?
9) Define informal flower gardens?
10) Define rock gardens
11) What is indoor gardens?
12) Define garden shed?
13) What are the gardening tools?
14) Define green house?
15) DEFINE nursery?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) GIVE the any 5 points to occupational hazard
2) what are the hazards and prevention?
3) write about the proper work habits?
4) explain the first aid?
5) write about fire prevention?
6) write about sprinkler system?
7) write about spot checks?
8) give a points about the limited access?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) write the gardening tools in details
2) how do we reduce the physical stress on housekeeping personnel?
3) write about the first aid?
4) explain the types of extinguishers?
5) Explain the distribution of extinguishers?

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HMTS028-BSS DIPLOMA IN CORPORATE HOUSE KEEPING

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS028-05 ADVANCED CORPORATE HOUSEKEEPING

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) _____ is called as turn down service

2) _____ service provide on the specific request of a guest

3) Room built on two floors with an interconnecting staircase is called _____ room

4) Coconut is _____ fiber

5) A _____ is a ideal to dry garments after spotting operations.

6) _____ is a room kept for mending work of linens and uniforms

7) Housekeeping should have close coordination with _____ for sale of rooms

8) _____ is the greatest quality that housekeeping staff must have

9) _____ is the physical verification by counting of stocks of items in cycle at periodic intervals.

10) A balanced training programme development attitude _____ and _____

11) The housekeeping department indented expenditure on assets as _____ for heavier items

12) _____ is located on the terrace

13) _____ is a trolley meant to stock a given number of linen its supplies and equipment

14) THE housekeeping in a hotel responsible for the cleanliness, maintenance and _____ unkeep of the hotel

15) A list which is used to check the room is _____

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Define valet service
2) Define contract staff in housekeeping?
3) Write about housekeeping trolley?
4) Write about elevator?
5) What are housekeeping amenities?
6) Define evening service
7) Write about dry cleaning
8) Define personnel
9) Define houseman?
10) Write the list of budgets
11) What are the types of budgets?
12) Write about pest control?
13) Define log book?
14) Write about lost and found?
15) Define housekeeping department.

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Write about linen room?
2) Explain sales and marketing?
3) Write about the gardening duties?
4) Explain the role of desk control supervisor?
5) Explain valet service
6) Procedure of bed making
7) What are the weekly cleaning procedure?
8) WRITE ABOUT TAILER ROOM?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Explain the bed making procedure?
2) Describe the public area cleaning?
3) Write the role of laundry supervisor?
4) Explain the types of rooms?
5) Write about interior decorations?

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HMTS028-BSS DIPLOMA IN CORPORATE HOUSE KEEPING

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS028-06 ELEMENTS OF INTERIOR DECORATION

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) Torch shape is _____

2) Hograth shape is _____

3) Christmas tree is _____

4) Fan shape of flower is _____

5) The term pattern refers to _____

6) Texture referes to the _____

7) _____ of space is the cause of our using small amount of furniture and concentrating it in groups.

8) Colour is an _____ of art

9) Informality through _____ asymmetrical balance

10) An interior that expresses formality also, _____ dignity

11) Triangular shape flower they are placed on the _____ lobby, cornor table.

12) The _____ is the shape of the moon after the new moon

13) Flower arrangement tools is _____

14) The literal meaning of ikebana is _____

15) THE western style of arrangement is based on _____ of different flowers.

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) What are the styles of flower arrangement?
2) What are the tools for flower arrangement?
3) Define flower arrangement?
4) What is modern style of flower arrangement?
5) Define dominating color?
6) Define tetrad color scheme?
7) Describe about triad?
8) What is analogous?
9) DEFINE monochromatic color scheme?
10) Expand VIBGYOR
11) Define circular shape?
12) Define crescent shape?
13) Define Christmas tree shape?
14) Define hograth shape
15) DEFINE triangular shape

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Write the general suggestions for mixing colour scheme?
2) What are the colour schemes?
3) Define dimension of colour?
4) Explain about colour?
5) Principles of art and design?
6) Write about the flower arrangement in hotels?
7) Explain types of flower arrangement?
8) Write the 10 tools for flower arrangements?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Explain types of flower arrangements?
2) Rules for storing cut flowers?
3) Explain the shapes of flower arrangements?
4) Elements of art and design?
5) Explain about colour schemes?