

HOUSEKEEPING

1. WHAT IS R1 USED FOR? WHAT IS THE COLOR AND THE DILUTION FOR R1?

TASKI R1 / Diversey R1: Cleaning and Sanitising of Bathroom / Toilet surfaces

Area to be cleaned: All bathroom surfaces - vanity counter, bath tub, tiles, floors and chrome fittings.

Dilution: For cleaning: 20 ml in 1 litre water, for sanitizing: 50 ml in 1 litre water

Usage:

- Spray directly on the surface to be cleaned.
- Leave for 2 seconds.
- Scrub if necessary and wipe the surface with a clean and dry cloth.
- Replace cloth regularly.

Base of Chemical: Citric acid - based formulation.

Substitute: Vinegar

User friendly: Pleasant, fresh room care fragrance, PPE is always advised (gloves, glasses, and mask)

Environment friendly: Bio degradable. Colour of Chemical-Red

Hazard: wash the affected area of body with running fresh water, consult doctor if any irritation persists.

MRP: Approximately Rs. 1,131 for 5 litres can.

2. WHAT IS R2 USED FOR? WHAT IS THE COLOR OF R2? WHAT ARE THE DILUTIONS OF R2 FOR STANDARD & HARD STAINS?

TASKI R2 / Diversey R2: All - purpose cleaning agent / hygienic hard surface cleaner

Area to be cleaned: All types of floors and walls.

Dilution: Normal soiling: 20 - 40 ml in 1 litre water, heavy soiling: 50 ml in 1 litre water.

Usage:

- Floor cleaner for glass and floor like Italian marble. Can be used for wet mopping as well as scrubbing with a machine.
- Wet moping solution to be taken in bucket/mop trolley.
- Rinse the mop frequently.
- Alternatively, use scrubbing machine and pickup direct solution using a wet vacuum cleaner.

Base of Chemical: specially formulated soap oil.

Substitute: Normal soap oil.

User friendly: Pleasant, fresh room care fragrance, PPE is always advised (gloves, glasses, and mask).

Environment friendly: Bio degradable. Colour of Chemical-Green

Hazard: Wash the affected area with running fresh water, consult doctor if any irritation persists.

MRP: Approximately Rs. 1,158 for 5 litres can.



3. WHAT IS R3 USED FOR? WHAT IS THE COLOUR AND DILUTION OF R3 FOR HARD STAINS?

TASKI R3 / Diversey R3: Glass Cleaner and Mirror Cleaner

Area to be cleaned : Windows, mirrors, glass display cases.

Dilution: 20 – 50 ml in 1 litre water for cleaning all types of glasses and mirrors.

Usage:

- Spray directly on a dry clean cloth.
- Apply to the surface and wipe with a clean dry lint free cloth.
- Replace cloth regularly.
- Buffing dry.

Base of Chemical: Methylated spirit or vinegar & we can use ammonia also but it is poisonous.

Substitute: Vinegar.

User friendly: Pleasant, fresh Room Care fragrance, PPE is always advised (gloves, glasses, and mask).

Environment friendly: Bio degradable. Colour of Chemical-Sky blue

Hazard: Wash the affected area with running fresh water.

MRP: Approximately Rs. 1,390 for 5 litres can.



4. WHAT IS THE COLOR OF R4? WHAT IS THE DILUTION OF R4 & WHAT IS IT'S PURPOSE?

TASKI R4 / Diversey R4: Furniture polish / furniture cleaning / furniture maintainer.

Area to be cleaned: All wooden floors and furnishings.

Dilution: Ready to use, No need to dilute.

Usage:

- Shake the bottle well before use.
- Spray on a soft dry cloth.
- Apply to the surface evenly and start buffing.
- Buffed the floor/surface to a high shine.
- Replace cloth regularly.

Note: Do not use on glasses, floors, stairs and laminated sheets.

Base of chemical: natural gums with wax.

Substitute: Lin seed oil, under supervision only.

User friendly: Pleasant, fresh Room Care fragrance, PPE is always advised (gloves, glasses, and mask).

Environment friendly: Bio degradable. Colour of chemical- Half White

Hazard: Wash the affected area with running fresh water, consult doctor if any irritation persists.

MRP: Approximately Rs. 2,185 for 5 litres can.



5. WHAT IS R5 USED FOR? WHAT IS THE DILUTION FOR R5?

TASKI R5 / Diversey R5: Air freshener / room freshener / bathroom freshener

Area to be used: all areas.

Dilution: Ready to use, No need to dilute further.

Usage:

- Do not spray directly on the floor.
- Spray upward into the centre of the room as required.

Base of Chemical: Artificial perfumes with aerosols.

Substitute: Any brand air freshener.

User friendly: Pleasant, fresh room care fragrance, PPE is always advised (gloves, glasses, and mask).

Environment friendly: Bio degradable. Colour of chemical-Pink

Hazard: Wash the affected area with running fresh water. Keep away from children and flame.

MRP: Approximately Rs. 1,580 for 5 litres can.

6. WHAT IS THE PURPOSE OF USING R6 IN TOILETS?

TASKI R6 / Diversey R6: Toilet bowl cleaner / heavy-duty toilet bowl / urinal cleaner for the removal of lime scale, stains and other residues.

Area to be cleaned: Toilet bowls and urinals.

Dilution: Ready to use, No need to dilute further.

Usage:

- Heavy duty toilet bowl and urinal cleaner.
- Do not use on stainless steel, enamel, marble and tiles.
- Flush around bowl especially around rim and bowl waterline.
- Direct nozzle under toilet rim and evenly over the surfaces.
- Leave for 5 – 10 min.
- Flush toilet.
- Push water level down with toilet brush.

Base of Chemical: Hydrochloric acid.

Substitute: Local made acid.

User friendly: Pleasant, fresh room care fragrance, PPE is always advised (gloves, glasses, and mask).

Environment friendly: Bio degradable. Colour of Chemical-Dark Blue

Hazard: Wash the affected area with running fresh water, consult doctor if any irritation persists.

MRP: Approximately Rs. 1,350 for 5 litres can.



7. WHAT IS D7 USED FOR & WHAT IS ITS COLOUR?

TASKI R7 / Diversey R7: For removal of oil and grease.

Area to be cleaned: For removal of oil and grease from floor / non-abrasive cream cleaner for water-resistant hard surfaces.

Dilution: Normal soiling: 20 - 40 ml in 1 litre water, heavy soiling: 50 ml in 1 litre water.

Usage:

- For wet mopping, take the solution, bucket and mop.
- Rinse the mop frequently.
- Alternatively, use a scrubbing machine and pickup solution with a wet vacuum.

Base of Chemical: Alkaline nature.

Substitute: detergents.

User friendly: Pleasant, fresh room care fragrance, PPE is always advised (gloves, glasses, and mask).

Environment friendly: Bio degradable. Colour of chemical-Opaque White.

Hazard: Wash the affected area with running fresh water, consult doctor if any irritation persists.

MRP: Approximately Rs. 1,203 for 5 litres can.



8. WHAT IS D8 USED FOR & WHAT IS ITS COLOUR?

TASKI R8 / Diversey R8: Kettle Descaler

Area to be cleaned: Kettle Descaler - Highly base of acid based descaler for kettles, kitchen equipment, shower heads etc.

Dilution:

- Ready to use, No dilution required.
- Pour the required amount of product into the kettle.
- Add cold water to the maximum line and leave overnight.
- Rinse thoroughly with fresh cold water.
- Boil water once and then pour away before using again.

Usage:

- Citric acid based - safe on surfaces, including plastic kettles.
- Suitable for descaling all kettles.
- Can be used neat for tough lime scale deposits on shower heads/ tap bases.

Base of Chemical: Citric acid.

Substitute: Vinegar.

User friendly: Pleasant, fresh Room Care fragrance, PPE is always advised (gloves, glasses, and mask).

Environment friendly: Bio degradable. Colour of chemical-Pale Yellow

Hazard: wash the affected area with running fresh water, consult doctor if any irritation persists.

MRP: Approximately Rs. 1,200 for 5 litres can.



9. WHAT IS THE COLOR OF R9 AND WHAT IS ITS PURPOSE?

TASKI R9 / Diversey R9: Removal of hard stains from Bathroom Walls and Fittings

Area to be cleaned: Fully formulated cleaner for cleaning all fittings and walls in the bathroom, sink, tub, tiles and fittings.

Dilution: 50 - 100ml in 1 litre water, as per the staining requirement.

Usage:

- Prevent scale dirt on wall fittings.
- Spray directly on the surface to be cleaned.
- Leave for 20 sec.
- Scrub and drain plain water.
- Wipe surface and polish all metal surfaces with a clean cloth.
- Replace cloth regularly.



Base of Chemical: Acidic medium.

Substitute: Citrus juice, tamarind pulp.

User friendly: Pleasant, fresh room care fragrance, PPE is always advised (gloves, glasses, and mask).

Environment friendly: Bio degradable. Colour of Chemical-Violet

Hazard: wash the affected area with running fresh water, consult doctor if any irritation persists.

MRP: approximately 1,000 for 5 litres can

10. WHAT IS THE COLOUR OF 103? WHAT IS THE DILUTION & IT'S CLEANING PURPOSE?

Area to be cleaned: Removal of stains and softening the carpet.

Dilution: Normal soiling: 30 ml. in 1 litre water, heavy soiling: 50 ml in 1 litre water.

Usage:

Use scrubbing machine and pick up solution with wet vacuum.

Base of Chemical: Shampoo based.

Substitute: any froth building chemical.

User friendly: Pleasant, fresh room care fragrance, PPE is always advised (gloves, glasses, and mask).

Environment friendly: Bio degradable. Colour of chemical-Orange

Hazard: Wash the affected area with running fresh water, consult doctor if any irritation persists.

MRP: Approximately Rs. 1,926 for 5 litres can.



11. WHAT IS THE COLOUR OF 101? WHAT IS THE DILUTION & IT'S CLEANING PURPOSE?

Area to be cleaned: Deep cleaning of carpet and upholstery with the injection extraction method and for removal of spots and stains to removal water soluble and greasy oil from carpet.

Dilution: Normal soiling: 50 ml in 1 litre water, heavy soiling: 100 ml in 1 litre water.

Usage:

- For the spotting, spray the solution in duster and remove the stain by scrubbing on it.
- Alternatively use scrubbing machine and pick up solution with wet vacuum.



Base of chemical: Shampoo and hydrophilic (having a tendency to mix with).

Substitute: Shampoo foam.

User friendly: Pleasant, fresh room care fragrance, PPE is always advised (gloves, glasses, and mask).

Environment friendly: Bio degradable. Colour of Chemical- Transparent White

Hazard: wash the affected area with running fresh water, consult doctor if any irritation persists.

MRP: Approximately Rs. 1,617 for 5 litres can.

12. IN “R-SERIES” WHAT DOES R STAND FOR?

“R” in the Taski context stands for Room care. There are specific products which need to be used for each cleaning requirement and these cleaning agents are given specific codes e.g.: R1, R2, R3 (The letter 'R' Stands for 'Room Care'.)

13. EXPLAIN THE ROOM CLEANING PROCESS.

The room attendant already knows the status of the room assigned to her/him on the floor. This is given to her/him at the time of briefing by the floor supervisor. The room attendant can prioritise the rooms according to occupancy. She/he would attend to departure rooms first to prepare them for sale. She/he would next attend to those rooms with the tag “clean my room” left by resident guests when they leave the room for the day. She/he would attend to occupied rooms in the last. She/he would avoid rooms with a “Do-not-Disturb” sign displayed

- Strip the soiled bed linen and remove all soiled bath linen.
- Wipe everything down table’s tops, night stands, head boards etc. This includes wiping down remote controls etc.
- All drawers, Mini Fridges, Microwaves for debris.
- Empty all trash cans in room and bathroom.
- Empty the trash and replace Dustbin with clean liner (wiping down trash can if needed).
- Make the bed with fresh linen.
- Clean bathroom, starting with sink and showers and then last the WC (Western closet)
- Sterilize the toilet, mop the washroom and replenish bathroom supplies.
- Draw curtain, Switch off AC / heating units.
- Vacuum working your way towards the door.
- Spray room freshener.
- Ensure the cleanliness in the room and update the same in the room checklist.
- Switch of lights

14. WHAT ARE MANUAL EQUIPMENTS?

Manual equipments: Manual equipment can include all types of equipment that clean or aid in the cleaning process by direct usage and energy of employees.

Brushes-- These may be designed to remove dry or wet or ingrained dust and dirt from the hard or soft surfaces. Three main types of brushes are:

- Hard Brush - They are most suitable for the removal of heavy soil and litters from the carpets and for cleaning of rough surface.
- Soft brush - Soft brushes may have bristles that are fairly— flexible and set close together. These are used for removal of loose soil and litter on hard smooth surfaces.

- Brooms - consist of long bristles gathered together into handles. The bristles of the brooms are made of grass, corn or coconut fiber depending on the type area to be cleaned..
- Box Sweeper: It is electric sweeper that consists of a friction brush. The brush often is fit to revolve vertically or horizontally, when the equipment moves on the surface. Vacuum Cleaner:-It is mostly used at home, office and hotel. It comes with a suction motor fit in a case, a hose, and various attachments for delicate as well as tough cleaning requirements.
- Dry mop
 - Mops should be shaken well after use outdoors
 - The mop heads should be easily detachable so that they can be frequently washed in hot water with detergent.
 - The use of soap-free detergent will prevent the formation of scum that clogs the fibers of the head.
 - The mop must be worked up and down in at two changes of clean, hot water.
 - The clean mop should then be tightly squeezed out, shaken well to get rid of excess moisture, and left to dry in open air
 - Once dry, the mops may need to be re-impregnated.
- Wet mops
 - Mops should be taken outdoors after use and shaken well to remove excess moisture. Then these mops may be washed in the same way as dry mops.
 - Detachable heads are easier to clean and maintain .however, drying is the most important part of mop care as bacteria require moisture to multiply.
 - A disinfectant to discourage their growth is effective only for a short period of time , so leaving them damp means letting germs breed.
 - Damp mops should be renewed as soon as there are signs of wear.
 - They should be stored in such a way that air is allowed to circulate around the mop heads.
 - Disinfectant or bleach should never be used , squeezed out excess water, and dried well
 - The sponge head should be stored by hanging.
- Cloths - various cloths are used in wet and dry-cleaning by housekeeping staff. For efficient and correct usage, cloths may be color coded and the staff well trained in their use.



Types of cloths – A variety of cloths are available for specific purposes.

- Dusters and cloth mittens(mitts) – These are meant for dusting and buffing soft, absorbent, plain, or checked cotton material, or yellow flannelette of upto15 sq.cm are ideal for dusters. When used for damp dusting, they must be sprayed with a fine mist of water or dusting solution. Cloth mitts may be impregnated with a mineral oil instead. Dusters must be folded several times into a hand-sized pad before use so as to provide a number of clean surface and avoid spreading dirt again to a clean surface instead.
- Swabs and wipes – These are all purpose cloths made of soft, absorbent material. They are used for wet cleaning and damp dusting of all surfaces above floor level. They are also used for cleaning sanitary fitting such as bathtubs and wash basins. Wipes includes loosely woven or knitted cotton cloths and non - woven cloths. Synthetic sponges may also be grouped under this category. They are available in various sizes and shapes. Sponges are better than other cloths for washing walls, glass, woodwork, and upholstery.
- Floor cloths – Floor cloths are bigger, thicker, and made of coarser cotton material than all-purpose swabs. They are used to wipes WC pedestals and remove spills from floors.
- Scrim – This is a loosely woven linen material resembling fine sackcloth. Scrim, because of its high absorbency and lint-free nature, is often used instead of chamois leather for cleaning mirrors and windows.
- Glass cloths – Glass cloths are made up of linen tow yarns and do not leave behind lint. They can therefore be used for wiping mirrors and drinking glasses. These should not be confused with fabrics made from glass fibers.

- Rags and polishing cloths – Rags are disposable cloths usually obtained from the sewing room or bought by the sack from tailors. They are used for applying polish or strong cleaning agent and are disposed of when dirty. Polishing cloths need to have a fleecy, napped surface, and pieces of flannel are ideal.
- Wet Cloths – Wet cloths need to be very absorbent and of a manageable sizes, so that they can be wrung out by hand easily during cleaning. They are used for mopping large floor areas.
- Chamois Leather – Real chamois leather is the skin of the chamois goat antelope, but now various cheaper imitations are available. These simulated chamois leathers are usually skives, that is, split sheepskin. Chamois leather can be used wet for cleaning windows and mirrors; when dry. It is used as a polishing cloth for silver and other metals. It is also ideal for wiping squeegee blades.
- Dust sheets – Dust sheets are made of any thin cotton material, being about the size of dust sheets. Discarded bed sheets or curtains from the linen room are ideal for use as dust sheet. They are used to clover floors, furniture, and other articles during spring-cleaning or decorating.
- Druggets – These are made up of coarse linen, fine canvas, or clear plastic. They may be of the size of a carpet square of a carpet square or a runner. They are placed on the floor in doorways to prevent excessive dirt being trekked in or out during bad weather and during redecorating projects. They are sometimes placed in the passage between the kitchen and dining area as well to catch spills and debris.
- Hearth and bucket cloths – These are made of thick fabrics and used to protect the carpets or flooring when a fireplace is being is being cleaned or placed under bucket to prevent marks on the surface they are kept on. They also catch splashes of water.

15. WHAT ARE THE DIFFERENT TYPES OF BROOMS?

Types of brooms – As with brushes, brooms may be classified into three main categories.

- Soft – bristled broom – soft-bristled broom such as corn-fiber brooms, grass brooms, and whisk brooms are used on smooth floors. a good soft broom has comparatively fewer spilt ends and any splits that do form are short.
- Hard / Coarse-bristled brooms – Brooms such as yard brooms and coconut-fiber brooms are used on rough surfaces, especially outdoors.
- Wall brooms – these are also called ceiling brooms or Turk heads, they have a soft head a long handle usually made of cane these brooms are used to remove cob - webs as well as dust from cornices, ceilings, and high ledges.




16. NAME ANY 10 MANUAL EQUIPMENTS OF HOUSEKEEPING?

Manual equipments: Manual equipment can include all types of equipment that clean or aid in the cleaning process by directly using operation, and energy of employees.

- **Caution board** -- Safety caution sign boards. These caution signs are used for the purpose of gear warning the operator in the hazardous situation that may cause minor or moderate injury.
- **Caddy**- to carry the chemical like Polish, Duster, and Antibacterial wipes, Rubber gloves, Window cleaner, Cleaning Cloths, Leather cleaning wipes, Bin bags.
- **Dry mop**--Dry mop, also known as dust mop, is one of the most effective ways of cleaning a hardwood floor if used often. It's essentially sweeping, but instead of using a broom, you use a woven fiber or microfiber cloth attached to a long handle by a swiveling head.



- **Wet mop** - a mop for swabbing floors with water.
 - Warm water and a standard cleaning product.
 - Dip your mop into the cleaning solution.
 - Lift the mop and let the excess water drip off.
 - Mop your floor in small sections.
 - Work your way toward a door.
 - Wring the mop out when you're done cleaning.
- **Duster cloth** -A duster is a light, loose-fitting long coat. The original dusters were full-length, light-colored canvas or linen coats worn by horsemen to protect their clothing from trail dust.
- **Dustpan**--A dustpan, the small version of which is also known as a "half brush and shovel", is a cleaning utensil. The dustpan is commonly used in combination with a broom or long brush. Handheld dustpans may be used with either a full-size broom or with a smaller whisk broom or a brush sometimes called a duster.
 
- **Dust bin** -- a large container with a lid, used for putting rubbish/garbage in, usually kept outside the house.
- **Soft broom**- A broom is a cleaning tool consisting of usually stiff fibers (often made of materials such as plastic, hair, or corn husks) attached to, and roughly parallel to, a cylindrical handle, the broomstick. ... Soft brooms are for sweeping walls of cobwebs and spiders, like a "feather duster".
- **Hard brooms**— hard brooms are for rougher tasks like sweeping dirt off sidewalks or concrete floors (or even smoothing and texturing wet concrete)
- **Toilet brush** --.A toilet brush is a tool for cleaning a toilet bowl.

17. WHAT ARE THE AMENITIES PLACED ON THE WRITING TABLE?

- Pencil
- Water
- Tent cards
- Ashtray
- Candle holder

Pencil: A pencil is an implement for writing or drawing.

Water: It's often on a desk or in the minibar, just makes it sure for any tag attached to the bottle.

Tent cards: A tent card is a convenient, self-standing promotional unit created from printed and folded cardstock. Tent cards have widespread use in restaurants, bars, and hotels, where they are used to display new items or services, special offers, upcoming events, and similar promotional messages.

Table lamp: lamps are extremely helpful for our eyes. The light from the lamp facilitates in reducing strain as we work. Ambient lighting serves, an extremely specific purpose, it assists us in making reading easier as the glare is minimized

Ashtray: An ashtray is a receptacle for ash from cigarettes and cigars. Ashtrays are typically made of fire-retardant material such as glass, heat-resistant plastic, pottery, metal, or stone.

Candle holder: A candlestick, chamber stick, or candelabrum (plural: candelabra) is a device used to hold a candle in place.

18. WHAT IS TELEPHONE SERVICE DIRECTORY?

Telephone service --Some of the hotel-specific features on offer include:

- **Guest voice mail box:** This allows for external messages and messages from e.g. the concierge. A lamp on the phone indicates a message is waiting, and the guest then can retrieve it (and even return it) with a single touch.
- **Wake up calls:** This lets guests set their own, or ask the front desk to do it for them. Staff can even play a wake-up message to the guest.
- **'Meet-me':** This provides a valuable conferencing call facility for the business guests.
- **Multilanguage selection:** This allows international guests to use the system with ease.
- **Room to room dialling:** This helps guests to stay in touch with others in their party. This can be enabled or disabled on a room, group or system basis as required.
- **Privacy:** Guests can enable the DND feature to block incoming calls, or choose to have them forwarded to mailbox. This can be overridden in the case of emergency.
- **Direct dial:** Rooms can be telephoned directly from an external location if the guest chooses.
- **Listen in/child monitoring:** This allows the guest to monitor the room from another room or another part of the hotel, perfect for families wanting to keep an ear out for children.
- **Recorded information:** This allows staff to produce information about the hotel's services or local information for guests, which can be accessed with one touch.
- **Class of service:** Staff can assist the guests different access rights to various features of the phone system and to outgoing call functionality - for example, depending on their room rate.
- **Personalised service:** If the guest's name is entered on check in, this can be displayed whenever a call is made to or from their room (e.g. to front desk, room service, housekeeping etc) allowing for a more personalised experience.
- **Warm welcomes:** The guestroom IP Phone can also be used to deliver welcome messages and personalised greetings with guest name display for further personalised service.
- **Room status:** The status of any room can be checked from the front desk, to see if it is ready for the guest or still awaiting service. The cleaning team are able to update the status of the room from its guest phone. This allows the staff to keep the guest informed and offer an early check in where it is available.
- **Call routing:** This allows calls to be routed to the cheapest carrier. The guest is, however, charged at the full standard rate, allowing the staff to make more profit on guest calls.
- **Multiple 'front desks':** Front desk functionality is available from more than one point, allowing you to deliver a better service.
- **Room extensions:** The extension numbering can match the room numbering, up to 4 digits, making the system easier to use.
- **One-touch services :** The hotel's facilities - front desk, concierge, housekeeping or restaurant, for example, can be accessed with a single number from any guest phone, for ease of use and maximising revenue opportunities.
- **Cost control:** The hotel phone system helps you keep track of costs, for example by adding bar and restaurant charges at point of sale.
- **Vacant room barring:** On check out, the guest phones are set to internal calls only to prevent misuse. Maid status for the room and any minibar charges can still be input into the system.
- **Prepaid call limit:** If a prepaid call limit is required, this can be entered by the front desk. This bars calls being made beyond the set limit until the limit is increased by front desk.
- **Room changes:** If a guest needs to move room, messages can be transferred from one mailbox to another.
- **Listen receipt:** The staff can request a listen receipt to ensure that a guest has heard an important message.
- **Announce only mailbox:** This lets you set an announcement only mailbox which plays a message and then transfers the guest back to the main menu, allowing you to deliver services and promotions information where required.
- **Faster service:** The staff can have Wi-Fi and DECT handsets allowing them to be mobile and accessible around the building, and therefore provide faster, better service.
- **Call centre features:** These help minimize customer waiting time and boost the hotel's marketing efforts.
- **Integration with your CRM, PMS or sales database:** This allows the staff to offer a personalized experience and tailor promotions to the customers' needs. Integration is easy with Micros Fidelio, Tiger etc.

- **Check in / checkout** : Routine tasks such as check in and check- out can be performed efficiently, freeing up the staff to spend more time looking after the guests.

19. LIST OUT THE AMENITIES PLACED ON THE BEDSIDE TABLE.

The bedside table has a table lamp for reading; a bedside telephone; a shelf which has a copy of Bible, Quran or Gita; a bedside lamp; directories; and other features like alarms-clocks, etc. the bedside table becomes a console when electrical connections lead to it to control all the lights in a room and the power to the television set. Modern technology has provided electronic remote controls doing away with electrical connection to the console, leaving this piece of furniture as bedside tables only.



- The telephone with quick dial buttons.
- Instruction for setting automated wakeup calls.
- The service dictionary or tent card is placed on the bedside table.
- A notepad and a pencil are placed beside the phone.
- An ashtray and a matchbox according to the room type and bedding type, E.g.: twin rooms will have two ashtrays and matchbox, non-smoking rooms will not have ashtrays and matchbox.
- A breakfast knob card is kept on the first shelf or in the drawer of the bedside table. (During evening service the same is kept on the pillow)
- The local telephone directory kept on the lowermost shelf on the bedside table.
- A Gita or similar holy book is placed depending upon countries the hotel is located.
- The channel music panel may be affixed to the bedside table.
- The DND - Do Not Disturb button, clean my room button, pick up laundry button, lighting controls, curtain controls etc may be affixed to the bedside table panel.
- Alarm clock with in-built radio.
- Multi-pin plug point for laptop or mobile charging.
- USB charging port for mobile, tablet charging.
- TV, Set Top Box, Home Theater, DVD player remote.
- Room Service menu card inside the drawer.
- The bedside lamp is placed on the bedside table, in case of twin room or two bedside tables available in the room then two bedside lamps may be placed.
- A flask on the tray with two glasses may be kept beside the bed at the bedside table.
- The master light switch in order to switch off all lights is also available in the bedside table panel.

20. WHAT ARE THE GUEST SUPPLIES PLACED IN THE WARDROBE?

The wardrobe is furniture usually found at the entrance passageway the wardrobe is the prime storage space in the room for guest belongings and addition anal blankets and pillows. it would have a section to hand long clothes like dresses and gowns. Shelves are replenished with extra pillows and blankets and drawers for clothing accessories. Most hotels that provide room safety boxes have them installed in the wardrobe for additional security. The wardrobe for normally has a full length mirror for guest to use just as they leave the room.

- A sewing mending kit is placed in the drawer.
- Laundry bag.
- Laundry price list.
- Laundry terms and condition.
- Iron and Foldable Ironing Board.
- Shoe Shine.
- Shoe Polish.
- Shoe Shining Brush.
- Weighing Machine.
- Digital Safe deposit locker.
- Tent Card with the details of operating safe deposit locker.

- A few plastic utility bags may also be placed in the wardrobe for guests to keep their shoes or wet swimming suits in.
- Free backpack or shopping bag with eco-friendly materials.
- Cloth hangers are hung on hooks.
- Hanging rod inside the cupboard.
- Extra Pillow.
- Bed Spread or Bed cover folded and kept in the drawer when not in use or evening service.

21. WHAT ARE THE GUEST SUPPLIES AND STATIONERIES KEPT ON THE MINI-BAR CABINET?

- Tray of tea bags, sachets of coffee powder, milk powder and sugar
- Tea coffee maker. kettle
- Coffee maker.
- Tea bags, coffee powder.
- Sugar or sugar alternatives.
- Ready to mix coffee latte or Tea latte.
- On the same tray a couple cups, saucers and spoons.
- A kettle and / or coffee maker.
- Complimentary drinking water.



22. WHAT ARE THE SUPPLIES INSIDE THE MINI BAR / MINI FRIDGE?

The Mini bar may contain all or some of these items, depending on the type of hotel, the type of guestroom, as well as the profile of the guest e.g.: VIP, VVIP etc. The daily consumption from mini bar is usually charged as per the pricing card kept near to the mini bar. For some guests, the use of mini bar would be complimentary. Some guests or companies may request the hotel to remove the mini bar items or lock them. Various supplies kept in the mini bar are:

- Different type of chocolates e.g.: Mars, Toblerone, Galaxy etc.
- Mineral water bottles.
- Pepsi, Coke, tonic waters.
- Diet variety of Pepsi, Coke etc.
- Fruit juice.
- Some snacks.
- Energy drinks like Red bull, Gatorade etc.
- Hard Beverages.
- Different type of beers.



23. WHAT ARE THE GUEST ESSENTIALS?

These are item that are essential to the guest room but are not used up or expected to be taken away by guest.

- Extra towels, blankets and pillows: Guests has different needs. Guests like separate face towels and body towels. Some guests are always cold. Some are forever warm. Keeping the extra linen on hand ensures comfort, no matter what the likes or dislikes may be. Store these items in closets or cabinets, they are rolled and placed in baskets/brown covers/eco-friendly bags.
- Waste basket: hotel guests should not be wondering where to put the baggage stickers, airline ticket stubs or potato chip wrappers after their travels. To avoid clutter buildup in guest room (and on the floor) places this simple essential in the guestroom.
- Clock: Even though guests may have a cell phone, but having a clock in a guestroom is gracious and appreciated. Even if guests turn their cell phones off, an alarm clock on the bedside table is always present. The guests may simply check the time throughout the day without looking into their phone. Just as watches are standard accessories, a working clock should be standard essential in every guest room.

- Hangers (in the wardrobe): These are the easiest way to make space for coats, jackets, Shirts.
- Full-length mirror: A dresser mirror should be fixed for the guest's convenience for putting on makeup or accessories. Guests like to see their whole outfit put together before they leave for an event/meeting. A full-length mirror should be present to an empty side of a wall or one adjacent to the washroom door. Standing mirrors also make beautiful decorative pieces.
- Iron: This is an essential that every hotel room must have. Guests likely have wrinkled clothing after their travel. So it is mandatory to have their needs taken care of before they ask about them. An iron box and an iron board is listed under essentials. A foldable iron board with padding on top is placed in the wardrobe or wall mounted iron board are fixed in the room to limitate the space usage in the room.
- Basic toiletries: Basic toiletries kept near the vanity unit are as follows:
 - Monogrammed soaps, shampoo bottles, moisturizers, cologne, after shave lotion, and bath gels
 - Shower caps, gargle glasses, tissue box, razor blades, dental kit and shaving kit.
- Hairdryer: A hairdryer is a guest room essential. A guest in a hurry may intend to dry up hair faster in the process of grooming for a meeting/event. A hair dryer with concealed socket, placed in a wall mounted holder is fixed in all guest bathrooms. A plug-in hairdryer is avoided to eliminate thefts.

24. WHAT ARE THE SUPPLIES AND AMENITIES PLACED IN THE BATHROOM?

The room attendant has to be familiar with the bathroom as it is an intimate part of a guest room .the bathroom will normally be found off the entrance passageway.



- Full length mirror.
- Vanity mirror.
- Bath tub.
- Shower cubical.
- Bath mat.
- Water closet.
- Tissue roll.
- Wash basin.
- Hot and cold running water 24X7.
- Bath robe.
- Hooks for hanging cloths.
- Retractable clothes drying line or liner.
- Shower curtains.
- Dustbin.
- Sanitary napkin cover and bin.
- Soap holders.
- Wall mounted telephone with quick dial extension.
- Shaving mirror.
- Faucet.
- Gargle glass.
- In some hotels, there is also a bucket and mug placed inside the bathroom.
- Hair dryer or hair blower.

25. WHAT ARE THE GUEST SUPPLIES AND AMENITIES, PRESENT ON THE VANITY UNIT?

The following are the supplies and amenities present on the vanity unit:

- Soaps.
- Shampoo.
- Moisturizers.
- Cologne.
- Aftershave lotion.
- Shower gel.
- Shower cap.
- Conditioners.
- Gargle glasses.
- Tissue Box.
- Razor blades or shaving kit.
- Tissue box.
- Toilet paper roll.
- Dental kit.
- Comb.
- Ear buds.
- Cotton swabs.
- Bath oil.
- Hair cream.
- A mirror mounted on the wall with appropriate lighting facility.
- A sanitary bin beside the WC or placed under the vanity counter.
- Shaving mirror with appropriate lighting.
- Face towel.
- Hand towel.
- Loofah pad.



26. WHAT IS BATHROOM LINEN?

Linens for use in the bathroom are termed as bathroom linen. Linen is white cloths or clothing made with linen material.

Bath mat – It is a heavy towel or mat to stand on, while drying yourself after a bath.



Bath towel – There is a lot of variation in bath-towel sizes. White ones are preferred since dyed ones may fade in time or the dye may run in case of dark colours.

Face Towel – These were earlier made of linen woven in a fancy huckaback weave, but now they are almost exclusively made of terry cloth or Turkish towelling.

Hand Towel – These, like face towels, are now made of Turkish towelling rather than the older huckaback and waffle weaves. They are smaller than face towels and are provided both in guest bathrooms and cloakrooms.

27. EXPLAIN THE FUNCTION OF THE CONTROL DESK

The control desk is the nerve centre of the entire department .its efficiency determines the effectiveness of the housekeeping function. it is a focal point for the dissemination of information and communication to various points in the housekeeping department as well as other departments. The location of the control desk is normally adjacent to the executive housekeeper's office. This desk is manned 24 hours; otherwise the lifeline of housekeeping communication would stop. We know that housekeeping is a 24x7 function.

Duties and responsibilities

- Coordinate with the front office for information on departure rooms and handling over of clean rooms.
- Coordinate with other departments for smooth functioning and efficiency.
- Receive complaints on maintenance and housekeeping.
- Maintain registers kept at the control desk.
- Receive special request from guests.

- Act as a pivotal person in receiving and disseminating information amongst housekeeping staff.
- Maintain the latest reports regarding room occupancy, VIPs, status of rooms, and so on, so that work can be delegated to attendants and supervisors accordingly.
- Attend to all phone calls received at the control desk.
- Be responsible for guestroom keys give to room attendants and to store the keys and maintain key register.

28. EXPLAIN FLOOR PANTRY.

- One maid/houseman is assigned daily, on a rotational basis, to clean each floor linen room (floor pantry) to ensure that it is kept clean and tidy at all times.
- Each housekeeping floor / sections will have a floor pantry to keep the par supply of linen, cleaning supplies, guest stationeries and amenities.
- The floor pantry should always have the linen required for that floor in circulation.
- Normally the floor pantry should be ideally located near the service elevator.
- Should have locked shelves to store linen and supplies
- The Room boy / attendant have to clean the pantry while beginning the shift and while ending the shift.
- Pantry has to be neat and tidy always.
- All the racks on the shelves have to set with linen.
- The floor is swept thoroughly with Disinfectant / Floor Cleaner / Bleach.
- Dust all the racks and pipes on a daily basis.
- Sweeping and mopping of pantry is done once in the morning after removing the trolleys, and once at the end of the shift.
- The pantry has to be scrubbed with disinfectant solution once in a week.
- The dustbin has to be emptied, washed and dried on a daily basis.
- Water cooler area is scrubbed daily and kept dry and clean.
- Washbasin is scrubbed and cleaned daily.
- Floor supervisors should check the floor pantry for cleanliness on a daily basis.



29. WHAT ARE SOFT FURNISHINGS?

These include curtains, cushions, loose covers, bedspreads, and quilts, but not carpet. Furnishings - sometimes referred to as soft furnishings or upholstery, are components that incorporate soft material and help create a pleasant and comfortable environment, and complement the furniture and fittings inside buildings. Furnishings can be made of fabric, chenille, velvet, silk, fur, faux-fur, cloth, foam, rubber, and so on.

Common types of furnishings include:

- Curtains.
- Cushions.
- Bedding and mattresses.
- Wall hangings and tapestries.
- Rugs.
- Chair coverings.
- Sofas.
- Bean bags.
- Carpets.
- Doormats.

Furnishings should be carefully selected and designed to enhance the quality of a room, often adding colour, texture and elegance to furniture. The soft material of some furnishings can also enhance the energy efficiency of a room by retaining heat and keeping it warm. They may also improve the sound insulation properties as soft materials absorb sound waves more effectively than hard surfaces which reflect sound back into the space and can result in echoes (or a longer reverberation time).

The Furniture and Furnishings (Fire Safety) Regulations define requirements for the fire resistance for domestic upholstered furniture, furnishings and other products containing upholstery. These Regulations are enforced by Trading Standards.

30. EXPLAIN GENERAL CLEANING

Cleaning is the most important and primary aspect of housekeeping. It is a process of removing dirt, dust and grime by using methods such as dusting, shaking, sweeping, mopping, washing or polishing. A housekeeping cleaner is someone who does general cleaning tasks, such as dusting, vacuuming, making beds, cleaning bathrooms and mopping floors.



A housekeeping cleaner typically does the following:

- Cleans rooms, hallways, and other living or work areas.
- Changes sheets and towels; makes beds; washes, folds, and irons clothes.
- Empties wastebaskets and takes trash to disposal areas.
- Replenishes supplies, such as soap and toilet paper.
- Dusts and polishes furniture and equipment.
- Sweeps, waxes, or polishes floors using brooms, mops, and other floor-cleaning equipment.
- Vacuums rugs, carpets, and upholstered furniture.
- Cleans or polishes windows, walls, and woodwork.
- Lifts and moves lightweight objects and equipment.

31. WHAT IS DEEP CLEANING?

Intensive or specialized cleaning undertaken in guestrooms or public areas often conducted according to a special schedule or on a special project basis

Deep cleaning refers to the intensive cleaning schedule in which periodic cleaning tasks are scheduled for monthly, quarterly, half-yearly, or annual frequencies. Deep cleaning is essential at periodic intervals since regular daily or weekly cleaning, however efficient, is too superficial to present an attractive, fresh-looking environment to guests over the long term.



Deep cleaning involves some tasks department that require the housekeeping department to work in coordinate with the maintenance department. Many tasks involved in deep cleaning are complicated and time-consuming ones, requiring special equipment, techniques, expertise, and group effort. These tasks are usually scheduled as special projects.

A thorough deep cleaning process for various surfaces is presented.

- Ceiling fan blades (washed)
- Light fixtures (hand washed in place / not removed)
- Blinds and shutters (vacuumed or washed) Mini-Blinds (dusted and washed)
- Moldings, woodwork, and window sills (hand washed or wiped)
- Baseboards (hand washed or wiped, reachable w/out moving furniture)
- Lamp and lampshades (dusted or vacuumed with attachment)
- Pictures and knick-knacks (hand wiped)
- Furniture (polished, fronts, sides, legs and or vacuumed)
- Stovetop and drip pans scrubbed
- All Cabinet fronts cleaned
- All doors (washed)
- Light switch plates (washed)
- Countertops and backsplashes (washed)
- Mirrors
- Tub / Shower tiles (double scrubbed if build up)
- Wastebaskets (emptied / washed / relined)
- Beds made (includes master and any additional beds)
- Stairs (vacuumed, wood washed)
- Floors (vacuumed and / or mopped includes closets)
- Vacuum all carpet crevices (crevice along the edge where bugs, animal hair, carpet fibres collect)

32. WHAT IS SPRING CLEANING?

A term used for a periodic/annual clean of the hotel guest room or other areas, usually carried out in the off season. The term is often used interchangeably with deep cleaning. Spring-cleaning may involve a complete overhaul of the rooms and is, therefore, scheduled for the off season or very low-occupancy periods.

SPRING-CLEANING involves many tasks on which the housekeeping department works in close coordination with the maintenance department. Intensive cleaning tasks may have to be carried out, for which an entire floor of rooms will have to be taken off sale at a time. Spring-cleaning tasks may include the following:

- Removal of all guest supplies, soft furnishing, and carpets from the rooms.
- Sending laundry articles to the laundry
- Polishing wooden furniture, shampooing upholstery, and covering them with dust sheets.
- Shampooing carpets.
- Stripping and polishing floors.
- Cleaning accessories such as lamps, lamp shades, and picture frames.
- Stripping any wall covering such as paint or wallpaper and re-painting the wall.
- Washing ceiling and walls.
- Thoroughly cleaning lighting fixtures, air-conditioning vents, and windows.
- Thoroughly cleaning bathrooms, including walls, floor tiles, fixtures and fitting, and showers curtains.
- Vacuum-cleaning the mattresses.
- Airing the room.
- Restocking guest supplies.
- Restoring soft furnishings and carpets.
- Clearing the rooms to the front desk for sale at the end of a thorough clean.



33. WHAT ARE THE DIFFERENT TYPES OF REGISTERS MAINTAINED IN HOUSEKEEPING?

Many important forms, formats, records, and registers are maintained at the control desk. Some of the common registers maintained in the HK department are as follows:

A) **Key control register** – This is one of the most important registers maintained at the housekeeping control desk. It is a part of the key security system which is to be followed by the housekeeping department. Each employee who is handed over a key, from the key cabinet is supposed to sign for it in a key control sheet in this register.

B) **Log book** — another important register kept for reference at the housekeeping control desk is the Log Book which is used to record all messages from an earlier shift which needs to be conveyed to the employees on the next shift. All supervisors reporting for work should read thoroughly the log book for any important message left for them by the staff of the previous shift.

C) **Key history register** – This carries the records of all keys lost in the housekeeping department and those for which new keys or duplicates are being used. Ideally, though, for any key lost, a new lock - and - key unit should be installed rather than using a duplicate. This is done in the interests of security.

D) **Maintenance register** — this register is used for recording all the maintenance work required in rooms based on the information contained in the register, the control desk attendant fills out the work order form to be sent to the maintenance department.

E) **Memo book** – This contains record of all the pending maintenance work for which the housekeeping department initiated work orders.

F) **Departure register** - This register is maintained at the control desk to record departures from guestrooms. The format of a sheet in the departure register is give

G) **Guest messages register** – The housekeeping control desk also acts as a point of contact for house guests who require any housekeeping related service. The housekeeping control desk is responsible for taking these guest messages and passing them on to the floors to the concerned staff. A guest message register is maintained for this purpose at the control desk.

H) **Carpet shampoo register** – This records the carpet cleaning schedule that has been followed, recording each such project as it is completed.

I) **Babysitting register** - Baby sitting is provided as a service by most hotels' housekeeping departments for guests who have small children .the guest requiring the service contact the housekeeping control desk attendant enters the request in the babysitting register.

J) **Register for missing guest items** - This register is of great importance as the missing items may be found later and there should be a record giving the details of the item .also sometimes there may be a pattern in the article missing from guestrooms and the name of a single employee may be found involved in each case.

K) **Stores indent book** - The stores indent book is kept at the control desk so that the supervisors may indent for housekeeping supplies that are required by the GRAs. The supervisor fill up the indent sheet in the book and the desk forward it to stores after approval for the issue of supplies.

L) **Accident book / Accident report form** - An accident report form is filled up when any employee or guest meets with an accident on the hotel premises.

M) **Room status reports file** - This contains the previous housekeeping room status reports filed in order for reference. These reports are especially useful to the executive housekeeper in evaluating the levels of workload under different conditions.

N) **Room inspection checklists file** - All room inspection checklists are filed in the room inspection checklists file kept at the control desk. These reports may be referred to in case there are guest complaints on cleaning. The executive housekeeper will be able to find the supervisor in charge of inspecting the particular guestroom in this file and confirm whether he / she checked the particular area in question.

O) **Maintenance reports file** — this file contains the previous work order forms for later reference. These records all the maintenance work due, in guest rooms and public areas, which is passed on to the Maintenance department for completion.

P) **Records of room transfers** — the control desk should keep a record of all room transfers, since this information may be required at a later stage. For instance, any guest article left behind in an earlier room can be easily delivered to the appropriate room by referring to these records.

Q) **Records of article moved from or to rooms-** Any furniture, accessory, or article moved from one guestroom to another or from one location to another in the hotel needs to be recorded.

R) **Records of personal tastes of VIPs and regular guests** — this is a very helpful set of records which mainly happens during group bookings, especially during marriage bookings, where more space is required in the rooms to keep stuff rather than furniture or other amenities, which should be maintained at the control desk of all housekeeping departments. Once the control desk gets a list of VIPs or regular guests who are expected to stay in the hotel, the GRAs, supervisors, and housekeepers may refer to this record and offer proactive guest service.

S) **Leave application forms** - Leave application forms are stocked at the control desk so that they are easily accessible to employees who wish to take leave.

T) **Work order forms** — Work order forms are used by the control desk to initiate scheduled maintenance in guestrooms and public areas.

34. EXPLAIN THE PROCEDURE OF ENTERING A GUESTROOM.

- A room Attendant knocks the door announcing "Housekeeping" and steps back for about three feet from the main door so that the guests can see her/him from the door eye viewer.
- If there is no reply from the room after 10 seconds the room attendant knocks for the second time announcing "Housekeeping".
- After the third attempted knocking the door simultaneously, room attendant uses the master card and announces "Housekeeping" on opening the room door. When she/he is sure that there is no occupant, opens the door wide.

35. WHAT ARE THE DIFFERENT TYPES OF PILLOWS?

- Feather pillows
- Down pillows
- Memory foam pillows
- Micro bead pillows
- Buckwheat pillows
- Neck pillows
- Body pillows

Feather pillows

A feather pillow is a soft piece of cloth, filled with feathers, used to rest your head on in bed. The bed is comfortable, and we have both feather pillows and regular pillows. You can have feather pillows or pillows with artificial fillings.



Down pillows

Down pillows are considered the most comfortable ones, and the filling of down bed pillows comes from the feathers of the birds. The pillows can mold into a comfortable shape as per the individual's need. Down pillows are not firm and hence may not provide comfort for backache and other chronic body pains.



Memory foam pillows

Memory foam is heat and pressure sensitive and molds quickly into the shape of the body pressing against it, returning to its original shape once the pressure is removed. The most common domestic uses are mattresses, pillows, mattress toppers, seat cushions and hospital bed pillows.



Micro bead pillows

Enjoy restful, peaceful sleep with the Remedy Micro bead pillow. This pillow is uniquely designed to cradle and support the natural contours of the neck, head and shoulders. Micro beads constantly adjust to provide superior support and comfort as well as staying cool throughout the night.



Buckwheat pillows

A buckwheat pillow, otherwise known as a Sobakawa, is a traditional Japanese pillow filled with the hulls that encase buckwheat seeds. They are springy under compression but provide a firm, contouring support that supports proper rest of your head and neck positioning.



Neck pillows:

A neck pillow is a specially designed pillow that supports neck and head in a natural position. There are a variety of neck pillows in the market that aim to reduce neck pain and give a good sleep. Inflatable and water-filled pillows allow customizing the firmness and support.



Body pillows:

Body pillows can come in different shapes and sizes to address specific needs, but the most acceptable size and what people think of when searching for a body pillow is the general 20 x 54 inches that define a straight, incurved body pillow width and length that has a poly fibre filling.



36. WHAT IS OTHER NAME FOR LIFT?

Elevator is the other name for lift. Electric-powered elevators offered two significant advantages. First, electric power was clearly becoming universally available, and any building likely to be equipped with an elevator would also have electric power. Second, hydraulic elevators were severely limited in the height to which they could rise, while electric elevators, using a simple cable and pulley system, had virtually no height limit. For many years, electric elevators used either direct current (DC) motors or alternating current (AC) motors. Today, almost all elevators use one of two types of AC motors: the most common are geared motors for elevators moving at speeds up to 500 feet per minute (153 m per minute), while direct-drive motors are used for elevators moving at higher speeds. Some modern high-speed elevators move at up to 2,000 feet per minute (610 m per minute).

Control systems on early elevators required human operators to regulate the speed of the lift and descent, to stop the elevator at each floor, and to open and close the doors. In the 1950s automatic pushbutton control systems replaced manual controls. In the 1970s electromechanical controls were gradually replaced with solid state electronic controls.

A ramped bar on the side of the elevator shaft activates a series of switches on the outside of the car to slow and stop the car at the proper floor. As the car approaches the desired floor, the ramp activates the slow-down switch, which signals the hoist motor to reduce speed. When the car is aligned with the outer door opening, the ramp activates a limit switch to stop the car. If the door interlock switches also sense that the car is in the proper location, the electric door opening motor is activated to open both the inner car door and the outer floor door.

37. WHAT IS THE DIFFERENCE BETWEEN ADJOINING AND CONNECTING ROOMS?

Adjoining room – An adjoining room is two guest rooms that are located next to each other and are connected by a locked door between them. Adjoining rooms may be booked together by request for one travelling party, or they may be booked separately by two different parties.

Connecting rooms - rooms with individual entrance doors from the outside and a connecting door between so that guests can move between rooms without going through the hallway.

38. EXPLAIN THE FOLLOWING:

King bed — A king bed is the largest size of bed available/with a dimension of 6 ft x 6ft 6 in. general it is used Presidential suite or the rooms for VVIP.

Twin bed - twin bed measures the same as the single at 39" x 75". It is supposed to be one of a matching pair of single beds, hence the term "twin". These are generally used in a room that is shared by siblings or in hotel or guest rooms that will be shared by more than one person.

Queen bed -- A queen-size bed is one size larger than a full-size bed and one size smaller than a king-size bed. A standard queen-size bed measures 60 inches wide by 80 inches long. In comparison, a full-size bed is 54 inches wide by 75 inches long.

Single bed -- A twin bed measures the same as the single at 39" x 75". It is supposed to be one of a matching pair of single beds, hence the term "twin". These are generally used in a room that is shared by siblings or in hotel or guest rooms that will be shared by more than one person.

Double bed - a Double size bed is the exact same dimensions as a full size bed. The dimensions of both a double bed and a full-size bed are 54 x 75 inches or 137 centimetres x 191 centimetres. A double bed is a term used to describe a bed that is small but can still manage to fit in two people.

Extra bed-- a bed on wheels that you can move very easily: If double beds are not suitable for sharing, rollaway are usually available. Triple room discounts are based on sharing a twin-bedded room with an extra bed which may be a rollaway.

Duplex —It is a suite situated on two different level and it is connected by a staircase. The bed room is on the upper level and the sitting room is on the lower level.

Vacant room- A room in which no guest has slept the previous night and which is not yet occupied.

Family room-- A room with a king sized bed or two double beds enough to fit a family of four members and generally a family room means the room is larger than the standard room and will accommodate 4- 6 people, usually with an extra twin bed or sleeper sofa.

Crib - The name "crib" was used to describe a slatted, high-sided child's bed. ... According to an expert of the time, infant beds were used once the child was 12 months old. Often one side was hinged to open the enclosure, a function fulfilled in modern infant beds with a drop side.

Rug and carpet - Any decorative textile normally made of a thick material and now usually intended as a floor covering. Until the 19th century the word carpet was used for any cover, such as a table cover or wall hanging; since the introduction of machine-made products, however, it has been used almost exclusively for a floor covering. Both in Great Britain and in the United States the word rug is often used for a partial floor covering as distinguished from carpet, which frequently is tacked down to the floor and usually covers it wall-to-wall. In reference to handmade carpets, however, the names rug and carpet are used interchangeably. Handmade carpets are works of art as well as functional objects. Indeed, many Oriental carpets have reached such heights of artistic expression that they have been held in the same regard in the East as objects of exceptional beauty and luxury that masterpieces of painting have been in the West.

39. WHAT ARE THE DUTIES AND RESPONSIBILITIES OF EXECUTIVE HOUSEKEEPER?

The executive housekeeper reports to the general manager, or the resident manager, or the room's division manager. She is responsible and accountable for the total cleanliness and aesthetic upkeep of the hotel .she supervises all housekeeping employees, has the authority to hire or discharge subordinates, plans and assigns work assignments, informs new employees of property regulation, inspects completed assignments, and requisitions supplies

- Organize, supervise, and coordinate the work of housekeeping personal on a day –to-day basis.
- Ensure excellence in housekeeping sanitation, safety, comfort, and aesthetics for hotel guests.
- Draw up duty rosters and supervise the discipline and conduct of her staff.
- assure proper communication within the department by conducting regular meetings
- with all personnel
- Hire new employee when hotel policies are violated, and discharge employees when necessary.
- Council employees on various duties and on work related issues.
- Motivate her staff and keep their morale high.
- Establish and maintain standard operating procedures for cleaning and to initiate
- New procedures to increase the efficiency of labor and product use.
- Search constantly for and test new techniques and products.
- Maintain an inventory of the furniture, linen, and movable equipment in
- the rooms and related premises and to ensure they are regularly checked
- Organize maintenance and repair of guestroom.
- Deal with articles that a guest may have left behind in a room.
- Measure the provision of proper uniform for the hotel staff.
- Ensure observance of hygiene and safety precautions.
- offer suggestions to the human resource department concerning
- selection ,recruitment, replacement, duty alterations, up gradation ,and so on
- Evaluate employee in order to upgrade them when opening arise.
- Organize and supervise on-the-job and off-the-job training of staff.
- liaise between the maintenance and housekeeping departments
- inspect and approve all supply requisitions for the housekeeping department, and to maintain
- Par stock, inventory control & cost-control procedures for all materials.
- Check the report filed and the registers maintained.

- Maintain a time logbook for all employees within the department.
- Be responsible for the redecoration and refurbishing of rooms, lobbies, and so on.
- Provide a budget to the management, and undertake budget control and forecasting.

40. WHAT ARE THE DUTIES & RESPONSIBILITIES OF DEPUTY EXECUTIVE HOUSEKEEPER?

The deputy housekeeper reports to the executive housekeeper or the director of housekeeping. Larger hotels may have a deputy housekeeper to whom the assistant housekeeper reports. In smaller hotels, there may be either an assistant housekeeper or a deputy housekeeper reporting to the executive housekeeper.

The deputy housekeeper is expected to :

- Check and ensure all the guest rooms, public areas, and back-of-the-house areas are clean and well-maintained.
- Inspect the work done by contractors, for example, pest control, laundry, windows cleaning, and so on.
- Prepare staff schedules and duty rotas.
- Ensure periodical stock-taking and maintaining of stock records for linen, uniforms, and equipment
- Provide the necessary information to and assist the executive office in staff appraisals, disciplining, termination, and promotion.
- Develop and implement training programmes within the housekeeping department in consultation with the executive housekeeper
- Assist the executive housekeeper in the forecasting and budgeting for operating and capital expenditures.
- Take charge of the housekeeping department in the absence of the executive housekeeper.

41. WHAT ARE THE DUTIES AND RESPONSIBILITIES OF FLOOR SUPERVISOR?

The floor housekeeper reports to the assistant housekeeper and executive housekeeper. Floor housekeeper has final responsibility for the conditions of guestrooms. Each floor housekeeper is assigned three or more floors. She gives the room attendants their room assignment and the floor master keys, which are returned at the end of the day. She checks, supervises, and approves the attendants, work and make periodical inspection of the physical conditions of all rooms on the floor.

The floor housekeeper is expected to:

- Supervise the handing over of soiled linen to the laundry and the requisitioning of fresh ones from housekeeping.
- Ensure supply of maintenance, cleaning supplies and equipment to the floors and public areas.
- Issue floor keys to room attendants.
- Supervise spring cleaning.
- Reports on maintenance work on her floor.
- Coordinate with room service for clearing.
- Maintain par stocks for the respective floors.
- Coordinate with the front office manager.
- Facilitate the provision of extra services to guests, like baby sitters, hot-water bottles, on request.
- Immediately report any safety or security hazard to the security department or to the manager.
- Check on scanty baggage.
- Prepare housekeeping status reports.
- Supervise cleaning on the allotted floors and areas-including guestrooms, corridors, staircases, and floor pantries of the allotted floors.
- Report on standards of individual staff performance.

42. WHAT ARE THE DUTIES AND RESPONSIBILITIES OF NIGHT SUPERVISOR?

The night supervisor reports to the assistant housekeeper. He supervises all night staff engaged in the cleaning of public areas and guestrooms in the hotel.

The night supervisor is expected to:

- Ensure that all public area thoroughly cleaned at night, which is the only time when traffic is low
- Clear departure rooms to the front office if necessary.
- Plan the order of the work according to priority and direct the staff accordingly
- Make sure that departure rooms are serviced and made ready as soon as possible in order that reception may re-let at any time.
- Organize special cleaning of rooms as required.
- Anticipate guest requirement at all times, thereby ensuring comfort and satisfaction.
- See that all lost-and-found articles are deposited with the control desk.
- Help with the training of staff
- Report any safety and security hazards.

43. WHAT ARE THE DUTIES AND RESPONSIBILITIES OF CONTROL DESK SUPERVISOR?

The control desk is the nerve centre of the housekeeping department. The desk is manned 24 hours and is the hub of information dissemination in housekeeping department.

The control desk supervisor is a critical person in housekeeping operations and is expected to

- Coordinate with the front office for information on departure rooms and handing over of clean rooms.
- Coordinate with other departments for smooth functioning and efficiency.
- Receive complaints on maintenance and housekeeping.
- Maintain registers kept at the control desk.
- Receive special request from guests.
- Act as a pivotal person in receiving and disseminating information amongst the housekeeping staff.
- Maintain the latest reports regarding room occupancy, VIPs, status of rooms, and so on, so that work can be delegated to attendants and supervisors accordingly.
- Attend to all phones calls received at the control desk.
- Be responsible for guestroom keys given to room attendants and to store the keys and maintain a key register.

44. EXPLAIN THE FOLLOWING IN DETAIL:

Scanty Baggage: The guest has very little luggage that could be carried away in his/her hand without indicating an obvious departure, should he/she walk out with it. and this is a status of a room with light luggage. This can be potential skipper or a person who may depart without paying the bill.

Out of Order: The room cannot be assigned to a guest. It may need maintenance work to be done, refurbishing, or extensive cleaning. and this is a status that places a room for a longer period of maintenance and therefore, cannot be expected to be on sale.

Under repair: The guestroom is not to be assigned to any guest as repair work is being carried out. And this code indicates that the room been declared unsuitable for occupancy till the maintenance has corrected the fault in the room. This is a temporary situation where the room can be released in a short time.

Occupied: This is a status that shows that a guest has checked into the room and is staying in the hotel. the signs of occupancy are beds that have been used, baggage on the baggage rack, clothes in the wardrobe, room service trays not cleared, bath towels that have been used and personal effects lying in the room and bathroom.

Stay Over: The guest is not checking out today and will occupy the room for at least one more night.

On-change room: The guest has departed, but the room has not yet been cleaned and readied for sale.

Do Not Disturb: The guest has requested not to be disturbed. and this is a sign displayed either by a door knob or a lit DND light beside the door. Obviously the guest cannot be disturbed.

Skipper: A room status means that indicates the guest has left the hotel without making arrangements to settle his/her account.

Sleeper: This room status means that the guest has settled his or her account and left the hotel, but the front office staff has failed to properly update the room's status.

Vacant and ready : This room is empty and ready for sale and the room has been cleaned and inspected and is ready for an arriving guest.

Out-of-order: The room cannot be assigned to a guest. It may need maintenance work to be done, refurbishing, or extensive cleaning. It is a room on a long term maintenance requirement and therefore, unsuitable for sale.

Double Lock: A room which has been double –locked. No other key can open this room door except the grandmaster key or the emergency key. and a double lock is a security feature that cannot be opened with a master key. The room certainly shows occupancy but not the number of people inside.

Lockout: The room has been locked so that the guest cannot re-enter until he/she has been given clearance by a hotel official.

DNCO: (Did Not Check Out): The guest made arrangements to settle his or her account (and thus is not a skipper), but has left without informing the front office.

Due out: The room is expected to become vacant after the following day's check-out time.

Checkout: The guest has settled his or her account, returned the room keys, and left the hotel.

Late Check-out: The guest has requested and is being allowed to check out later than the hotel's standard check-out time.

45. WHAT IS MAID'S CART USED FOR IN HOTELS?

MAID CART- The Maid's cart is a trolley meant to stock a given number of linen. Supplies and equipment to service an allotted number of rooms, each maid, after receiving her room assignment, should check her supplies against a standard checklist to avoid needless trips. In earlier days the hotel rooms were serviced by female housekeeping staff, who were then called as housekeeping maids. The maid is responsible for the condition, cleanliness and appearance of her cart



- Houseman / Housemaid sets his trolley as per the standard, like bed sheets in one shelf, towels in another, bathroom amenities in a separate drawer.
- Maids cart can be compared as a giant tool box; It should be stocked with all the required amenities to complete a complete shifts room cleaning.
- The maids cart should be spacious enough to carry all the required supplies for one shifts work.
- The cart should be light weight, easy to clean and easily maneuverable.
- The cart has to be always well organized and well stocked before starting each shift.
- A well stocked maids cart will avoid unnecessary trips to the floor pantry.
- The amount of supplies loaded on to the cart depends upon the number of rooms, type of rooms to be serviced on the assigned floor.
- The carts are normally stocked from the floor pantry.
- Never over stock or under stock the cart: Overstocking will increase the risk of accidents or damage to the supplies. Whereas under stocking can slow down the efficiency of cleaning because of the regular trips to the floor pantry to collect the required items.
- Record the items loaded on the cart on the Room assignment sheet.
- Few examples of supplies loaded on the maid's cart:

- Shampoo 2) Moisturizer 3) Mouthwash 4) Foam bath 5) Sewing kit 6) Shower cap 7) Loofah 8) Shoe shine 9) Detergent 10) Disposal bag 11) Toilet rolls 12) Tissue box 13) Soap dish 14) Bath towel 15) Hand towel 16) Face towel 17) Bathmat 18) Bed spread 19) Pillow covers
- Below are few items stocked on the hand caddy for cleaning supplies :
- Toilet cleaning solution 2) Bowl brush 3) Toilet brushes 4) All-purpose cleaner 5) Cleaning clothes 6) Rubber gloves.
- On one end of the cart there will be a bag for storing the dirty / soiled linens.
- There will be a garbage bag in one corner of the maids cart with a lid on it.
- Once the shift is over the maids cart / maids trolley to be moved back to the floor pantry and all the shelves to be locked.

46. DESCRIBE THE FUNCTIONING OF A LINEN ROOM.

The linen room is a central department for all hotel linen and this is the place from where clean articles of linen are distributed throughout the establishment. The linen room is the centre stage for the supporting role that the Housekeeping Department plays in the hotel. Most linen rooms are centralized and act as a storage point and distribution centre for clean linen. Usually, a par stock is maintained on each floor or at each unit to suffice immediate requirements. Although the term 'linen' originally referred to those fabrics made from the fibre derived from the stem of the flax plant, linen in this context means all launder able articles and often includes pillows, mattresses, shower curtains, fabric lampshades and upholstery that are also handled by the linen room. The activities of the linen room are:

Collection and transportation

- Sorting and counting
- Packaging
- Dispatch
- Deliveries
- Checking and inspection
- Storage
- Distribution to units
- Monogramming
- Repairs and alteration
- Stock taking and records
- Security



Collection and Transportation: This is facilitated through chutes, canvas bags, trolleys, collapsible wire carts, skips... It is an essential activity when laundry services are on contract. Guest laundry may also be collected and billing and marking undertaken, should the laundry be off-premises.

Sorting and Counting: Sorting is carried out primarily to make counting possible as well as for streamlining laundry procedures. Linen is counted in order to make a record so that issuing to departments may be accurate and it is possible to tally the exchange of linen between the linen room and the laundry and a basis for billing exists.

Packaging: Linen is packed in canvas bags to prevent damage to the linen articles. Those articles that need mending and those, which are heavily stained, may be segregated and put into separate canvas bags. The use of colour coding in this respect is useful.

Despatch: This refers to the off-premises laundry. The time for despatch is usually anytime between 1300 hrs and 1600 hrs, so that servicing of rooms is over by then and guest laundry will have been collected. It is possible that soiled linen from the F&B outlets will also have been collected.

Deliveries: Clean linen is delivered in the morning hours and evening deliveries are usually for guest laundry.

Checking and Inspection: Checking the quantity to ensure that the amount of laundered linen tallies with the amount of soiled linen articles sent. Inspection of the quality of wash i.e. stains

and dirt removed no damages, no loss of shape or colour, no blue streaks or patches from the optical brightener, properly ironed. It is also possible that articles belonging to other hotels have been inadvertently delivered, so checking for this is essential.

Storage: The amount of space to be allocated for storage depends on the size and type of operation and the linen coverage. When designing the storage space for linen it is necessary to consider the type of shelves required, the method of storage as well as hygiene and safety factors.

Distribution units: This is generally done on a clean-for-dirty basis. Some hotels use other systems of exchange such as topping up or a fixed issue based on expected occupancy. Still others may use a package system. Linen may be colour-coded for convenience. Whatever the system, it must be practical and serve the purpose of control. In some hotels specific timings are fixed for issue of linen.

Monogramming: The name or logo of the establishment is put onto the linen item for identification. The supplier may do this or the establishment, by embroidering, printing or embossing either directly on the fabric or on labels which are attached to the linen article. In special cases, the logo/name may actually be incorporated in the weave by the manufacturer. To judge the life span of an article, the date that it was first put into circulation may also be indicated on the article.

Repairs and Alteration: Damaged items are mended by stitching or darning. Alteration of uniforms is usual and condemned linen is converted into useful items called cut-downs/ makeovers. It is important to maintain a record of the condemned articles and the makeovers, so that they can be adjusted in the stock records.

Suggest what useful items can be made out of the following condemned linen articles :

Bed sheets, pillowcases, blankets, bedcovers, curtains, towels, shower curtains, tablecloths, serviettes.

Stock-taking and Records: Many records are entered on a day-to-day basis for the exchange of linen between the linen room, laundry and floors/departments. Purchase records are essential and records of condemned linen and makeovers are usually maintained. Periodical stocktaking is carried out and the annual stocktaking is recorded in the stock register, thereby providing the value of linen as an asset.

Security: It is important that the access to the linen room is restricted so as to prevent misuse and pilferage. Also linen is prone to fire breakouts so precautionary measures are taken to prevent this and the linen room is strictly a non-smoking area.

47. WHAT ARE THE DIFFERENT TYPES OF KEYS?

Individual heads of departments are responsible for all the keys in their areas. The housekeeping is usually responsible for more keys than any other departments head. The housekeeping department is primarily concerned with the following categories of keys.

Emergency Key--The emergency key opens all guestroom doors, even when they are double locked. It can be used, for example, to enter a room when the guest needs help and is unable to reach or open the door. These keys open all guest room that are not double-locked. the emergency key should be highly protected and its use strictly controlled and recorded; it should never leave the property One procedure for emergency keys is to have them locked in a safe or safe deposit box and signed out by the individual needing one. The log should be dated and signed by the individual taking the key.

Master key-- A master key is designed to open a set of several locks. These locks also have keys which are specific to each one (the change key) and cannot open any of the others in the set. Locks which have master keys have a second set of the mechanism used to open them which is identical to all of the others in the set of locks. For example--master keyed pin tumbler locks will have two shear points at each pin position, one for the change key and one for the master key.

Grand Master Key: A key that can open every door of the room / common room in the hotel, including Section Floor Area, and so on. This key usually held by the Duty Manager at the time of the afternoon, and is used to open the locked door or twice in double lock.

Pass key / master key--- Usually, the key opens the door of a section of room on a floor only but not the double-locked ones. Pass key / Master key this is generally issued to Deputy Housekeeper / Assistant Housekeeper. This key allows access to all the room in all the floors of a hotel which is not double locked.

Sub Master Keys / Section Keys - These are issued to room attendants, valets, room service waiters and minibar service staff. This key allows access to all the room in all the floors of a hotel which is not double locked. It enables Assistant Housekeeper to check any room at any time at random.

Floor master key - A GRA is given this key to open the rooms he or she is assigned to clean on a floor .the floor key opens all rooms on a particular floor that are not double locked .if the employee has rooms to clean on more than one floor or area, he or she may need more than one floor key. Floor keys typically open the storeroom for that floor too.

Guest room key — These are keys issued to guest upon their registration .the guestroom key opens a single guestroom so long as it is not double-locked .many properties do not list the hotel's name, address, or room number on guestroom keys. That way, if a guestroom key is lost or misplaced, it cannot be traced back easily to the property for criminal use. A code number representing the room number is typically stamped on the key instead. a master code list is maintained at that front desk and is used to recycle by changing the codes. Guestroom key not hanging on the key board should indicate that the guest is in the hotel.

Supply keys - These keys are used within the servicing sector of the hotel by the supervisory-level staff to ensure that stocks and equipment are safely stored away when not in use .store keys, office keys, and linen room keys are examples of such keys.

Card keys — Many hotels nowadays use the key system .this type of room –locking mechanism uses regular door locks and special plastic cards that act as keys to unlock the doors. the plastic cards look like credit cards with holes punched in them .some have a magnetic strip instead of the holes. the system uses a computer that codes the cards to look and unlock the doors. rather than re-keying the door locks in case of loss of keys, the computer is used to create new room –lock codes for each room. Master keys may be easily created and destroyed through the computerized card system.

48. WHAT IS THE PROCEDURE OF HANDLING KEYS IN HOUSEKEEPING?

The control of guestroom keys is one of the cornerstones of hotel security that guests have a right to expect under common law. Key control is the process of reducing guest property theft and other security related incidents by carefully monitoring and tracking the use of keys in the hospitality operation. If there is no key-card lock system, the following policies should be considered for key control.

Coding

- Room keys must not have any form of a tag that identifies the hotel.
- Keys must not have the room number on them.
- Keys must be identified by a numeric or alphanumeric code. That code should not, in any way, directly correspond to the building or room numbers.

Issuing keys - Apart from the basic precautions for all keys, there is more stringent security for keys with higher access.

Guest room keys — These are the keys with minimum access, unlocking just the one room. When keys are given to guest upon registration, the guest's room number must not be spoken aloud if there are others within hearing range. Room numbers should be shown to the guests in writing with a reminder that they should note it down if a guest check-in packet is not used. Explain to the guest that the coding system is for their protection.

Guest should be asked by the guest service agents for their room keys upon checkout. Hotel employees, particularly housekeeping and bell staff, who see guest obviously in the process of leaving a room for the final time, taking along their luggage, should ask the guests if they have returned their room key. This is also a good time to thank them for staying with you and make other pleasantries.

GRAs and others who find keys in unoccupied guestrooms or elsewhere should place them in their pockets or in the locked key boxes provided, not on their carts (where they are accessible to others), and turn them in to their supervisor to be returned to the front desk.

Master and sub-master keys — All section master keys, room master keys, grand master keys, and emergency master keys (normal kept in a safety box) should be signed out each time they are taken and their return noted in a key control sheet. All the keys should be stamped 'do not duplicate'.

Custody of keys — These are the precautions to be taken while the key is with a guest or employee after being issued as per the correct procedure

- Employee should not be allowed to loan the keys assigned to them to one another.
- Employees should hand over keys whenever they leave the property, even for meal breaks.
- Individuals who have been issued master or sub-master keys should be spot checked from time to time to ensure that they have them on their person.

Changing locks and keys — whenever a new key is made or a new lock is fitted, certain precautions are necessary

- A record must be kept of how many keys are made for each room and when they are made. The general manager must review this record on a weekly basis, initialing and dating the key-making log each time he or she reviews it.
- If required as a result of this review, the general manager must instruct the maintenance staff either to re-key a lock or to exchange room locks around within a housekeeping section.
- If new room codes are to be used or locks are being switched, the code on the keys must be adjusted accordingly and over stamped until the old code is illegible, and the new code should be stamped nearby if locks are swapped within a section. As a standard practice, it is recommended that some locks in a section be moved quarterly.
- A log must be kept of all lock swaps and re-keying.

Loss of keys - This is a time when particular vigilance must be exercised.

- If a section master key is lost under circumstances that may result in a guest being at risk, the entire section should be re-keyed. If a section is being re-keyed, also consider re-keying a new grand master and emergency key so that, in effect, a phased re-keying of the entire hotel is accomplished if it has been some time since this was last done.
- If a master key or emergency key is lost under any circumstances, it must be reported to the owner or the corporate office immediately by the general manager. After the circumstances are discussed, they can decide whether the entire hotel should be re-keyed.
- As an additional step, the general manager or somebody he or she delegates the responsibility to must cross-index all incidents of theft, missing property, damage, and so on as follows;
 - a) Room number or location : watch out for locks that have been moved.
 - b) Names of potentially implicated employees (usually more than one) : it may be discovered that room thefts never occur when so-and-so is off, or that they occurred, regardless of the room number, when so-and-so was working in maintenance or housekeeping.

Electronic locks - These are a precaution in themselves. Since the introduction of the recordable electronic door lock in the late 1970s, hotel security has been virtually transformed. The focus at the time of its invention was increased guest security. Now there are countries where hotels that do not feature electronic locking mechanisms in guestrooms will be unable to obtain insurance. Even the simplest of key cards have been found to reduce break-ins by up to 80 percent.

Employee key cards can even be coded to allow access only to their assigned units of responsibility and only during the hours of their shift.

Smart cards – This future of security, however, lies in smart cards. 'smart card' is a generic term for a card the size and thickness of a credit or debit card that is embedded with a microprocessor chip .the chip itself has 'intelligence' by way of computational power similar to that of early personal computers. These powerful computing capabilities make smart cards much more secure than the other types of cards presently in use. They can handle encryption techniques that protect the information stored in the cards. in July 1988, the Hilton New York and Towers became the first hotel to install a locking system fully integrated with true smart –card capacity.

49. EXPLAIN TARNISH:

Tarnish is a thin layer of corrosion that forms over copper, brass, silver, aluminum, magnesium, neodymium and other similar metals as their outermost layer undergoes a chemical reaction. Tarnish does not always result from the sole effects of oxygen in the air. For example, silver needs hydrogen sulfide to tarnish, although it may tarnish with oxygen over time. It often appears as a dull, gray or black film or coating over metal. Tarnish is a surface phenomenon that is self-limiting, unlike rust. Only the top few layers of the metal react, and the layer of tarnish seals and protects the underlying layers from reacting. Tarnish actually preserves the underlying metal in outdoor use, and in this form is called patina. The formation of patina is necessary in applications such as copper roofing, and outdoor copper, bronze, and brass statues and fittings. Patina is the name given to tarnish on copper based metals, while Toning is a term for the type of tarnish which forms on coins.



50. WHAT DO YOU MEAN BY UPHOLSTERY?

Good upholstered furniture consist of a webbed base, coiled springs, two layers of filling material, hessian, webbing, calico covering, and a decorative outer covering of fabric. leather may be an alternative to a fabric covering .leather, if maintained well, is durable and may last four times as long as fabric covering. Sofas and chairs used in hotels are generally upholstered is the work of providing furniture, especially seats, with padding, springs, webbing, and fabric or leather covers. The word upholstery comes from the Middle English word upholder, which referred to an artisan who held up their goods. The term is equally applicable to domestic, automobile, airplane and boat furniture, and can be applied to mattresses, particularly the upper layers, though these often differ significantly in design. A person who works with upholstery is called an upholsterer. An apprentice upholsterer is sometimes called an outsider or trimmer. Traditional upholstery uses materials like coil springs (post-1850), animal hair (horse, hog and cow), coir, straw and hay, hessians, linen scrim, wadding, etc., and is done by hand, building each layer up. In contrast, today's upholsterers employ synthetic materials like Dacron and vinyl, serpentine springs, and so on.



51. WHAT IS A SAUNA? EXPLAIN IT'S CLEANING PROCESS.

Sauna is steam –bath cubicle made of wood or glass. Solariums are enclosed glass areas for the enjoyment or therapeutic use of sunrays.

Cleaning saunas — The insides of saunas are to mould, as they are warm and moist over long periods. Moss may collect outside too, where there is a lot of moisture. To clean saunas, bleach should be added as a cleaning agent to the water and a nylon scrubber needs to be used. A concentrated solution of bleach should be used in the most badly affected areas. After cleaning with the bleach, the sauna should be rinsed thoroughly with cold water to remove all residual bleach. The sauna should then be left open to dry so that the fumes from the bleach dissipate. A deodorizer may be used to counteract the smell of the bleach too.



Cleaning solariums — This primarily involves cleaning the glass panels. A proprietary glass cleaner or a solution of vinegar in water may be used for the purpose.

Swimming pools, spas, and changing rooms

Regular cleaning and disinfecting of swimming pools is important from the point of view of hygiene. If not cleared to a regular schedule, swimming pools may become carriers of

waterborne infections. Swimming pool water becomes contaminated with body fats and oils, sweat, saliva, urine, cosmetics, and airborne dust particles. However, ideally the pool should contain as few bacteria as drinking water.

Any repair and maintenance work needed in the swimming pools is done by the engineering and maintenance department. The daily cleaning of the swimming pool usually comes under the purview of the housekeeping department.

The primary concerns in cleaning swimming pools are water clarity and water chemistry control. Water clarity results from effective filtration to remove all particulate matter. When filters are not effective, they may need cleaning by a backwash cycle in which a reversed water flow is created through the valves. This forces the discharge of debris into the sewer system. Water chemistry control implies the chemical safety of the water for swimming and involves the maintenance of a neutral pH to control the growth of harmful bacteria in the pool water. If the water is too alkaline, the sides and bottom of the pool will become slippery and prone to black algae. If the water is too acidic, it may deteriorate the pool finish and damage the pump. Chlorine or bromine were earlier used for this purpose but now are discouraged because of certain health hazards such as eye irritation, hair loss, and skin rashes resulting from exposure to these. Nowadays, ozone is increasingly being used instead for the treatment of pool water.

Ozone is injected into the water supply at the point where it enters the pool. Ozone treatment also makes the pool water clear, sparkling, and attractive. It does not affect the neutral pH of water. Moreover, ozone is odourless—unlike chlorine—and does not pose any health hazard to swimmers.

Spa baths are small pools of warm water with the temperature maintained at a maximum of 39°C. Jacuzzis are small pools in which alternate jets of warm water bring about a therapeutic effect. They are cleaned in the same way as swimming pools.

The daily cleaning tasks of the housekeeping department with regard to swimming pools, spas, and changing rooms also involve

- Skimming the surface of the pool water for floating debris, using a skimmer net attached to a long pole.
- Sweeping and mopping floor surfaces.
- Suction-cleaning any carpeted area.
- Spot-cleaning the walls.
- Checking and cleaning lighting fixtures.
- Cleaning any glass surface.
- Emptying wastepaper baskets.
- Damp-dusting any furniture.
- Removing soiled linen and replacing with fresh ones.
- Replenishing toiletries.

52. WHAT ARE THE DIFFERENT TYPES OF CLEANING CLOTHS AND THEIR USES IN HOUSEKEEPING?

There are different varieties of cloths which are used in the housekeeping department for performing various cleaning activities like wet and dry cleaning by the housekeeping staff. For efficient and correct usage of these cleaning cloths, they should be colour-coded and also the staff needs to be well trained on selecting and using different types of cloths for specific types of cleaning.

Swabs:

These are all-purpose cloths made of soft, absorbent material. They are used for wet cleaning and damp dusting of all surfaces above floor level. They can be also used for cleaning sanitary fittings such as bathtubs and wash basins.

Wipes:

Wipes include loosely woven or knitted cotton cloths and non-woven cloths. Synthetic sponges may also be grouped under this category. They are available in various sizes and shapes. Sponges are better than cloths for washing walls, woodwork, glass and upholstery.

Dusters:

These are meant for dusting and buffing. Soft, absorbent plain or checked cotton material or yellow flannelette is ideal for dusters. When used for damp dusting, they must be sprayed with a fine mist of water or dusting solution.

Cloth Mittens:

These Cloths may be impregnated and coated with a mineral oil. These dusters must be folded several times into a hand-sized pad before use so as to provide a number of clean surfaces and avoid spreading dirt again to a clean surface.

Floor cloths:

Floor cloths are bigger, thicker and made of coarser cotton material than all-purpose swabs. They are used to wipe WC pedestals, clean tile floors, clean marble or granite floors, remove spills from floors etc.

Scrim:

This is a loosely woven linen material resembling fine sackcloth. Scrim, because of its high absorbency and lint-free nature, is often used instead of chamois leather for cleaning windows and mirrors.

Glass cloths:

Glass cloths are made up of linen tow yarns and do not leave behind lint. They can therefore be used for wiping mirrors and drinking glasses. These must not be confused with fabrics made from glass fibers (glass cloth).

Chamois leather:

This is the skin of a chamois goat (antelope) and is used for cleaning windows and mirrors when dry and also for polishing silver and other metals.

Dust sheets:

Dust sheets are made of any thin cotton material, being about the size of a single sheet. Discarded bed sheets or curtains from the linen room are ideal for use as dust sheets. They are used to cover floors, furniture or other articles during spring cleaning or decorating.

Druggets:

These are made of coarse, fine canvas or clear plastic and they may be of the size of carpet square and are placed on the floor on the doorway to prevent excessive dirt being brought in or out during bad weather or during redecorating projects. They are sometimes placed in the passage between the kitchen and dining area to catch spills and debris.

Rag:

These are disposable cloths obtained from the sewing room and are used for applying polish or strong cleaning agents and are disposed of when it is dirty.

Hearth and bucket cloths:

These are made up of thick fabrics and used to protect the carpet and flooring when a fireplace is being cleaned or placed under buckets to prevent marks on the surface they are kept on. They also catch splashes of water.

53. WHAT IS TURN DOWN SERVICE?

The turndown service is provided by the housekeeping department in the evening at deluxe hotels, as a special service to guest .it is, therefore, also referred to as "evening service "or sometimes "night service". "Turndown" refers to making the bed ready for sleeping in by removing any bedspread or duvet and turning down the covers. along with this function, a few other tasks are carried out in the evening to make the guestroom environment conducive to and comfortable for a good night sleep .to provide the turndown service, a GRA enters the guestroom early in the evening to replenish supplies, generally tidy the room, and turn down the beds. In the hospitality industry, turndown service refers to the practice of staff entering a guest's room and "turning down" the bed linen of the bed in the room, preparing the bed for use. Some hotels have more elaborate turndown services, such as bed-time stories for children and cocktails served to couples.

Turndown service:

- The evening boy takes the status report of the floor from the desk.
- Takes the floor key / card and sign for it.

- Take a round of the floor corridor to maintain it clean and tidy.
- Take out trolley.
- Vacant rooms to be serviced from 6.00 p.m. onward.
- By 10 pm turn down service to be finished of all rooms.
- Departure rooms have to be cleared as per requirements.

Enter the guest room:

- Find out if the guest is in the room.
- Announce yourself before entering the guest room.
- In case the guest is wants you to come back later then, politely as the time for Position the maids cart in front of the guest room.

Turndown the bed:

- Enter the room, empty dustbin and ashtrays.
- Remove the bedcover, fold it and place in the luggage rack drawer.
- Remove pillow from luggage rack and place it on the head of the bed.
- Make 90° angled fold with the second sheet.
- Spread Quilt and third sheet.
- Spread the foot mat on the side of the bed. The side where the corner is made and put slippers on top of foot mat.
- Always give turndown from the telephone side or inner side of the bed.
- For double occupancy, both corner to be made.

Place turndown amenities:

- According to the hotel procedure place the turndown amenities on the bed. (E.g.: Flower, Chocolate etc.)
- Place the Breakfast menu knob on the fold.
- Put on the bedside lamp.

Tidy the guest room:

- Look around the room and straighten or tidy anything that is out of order.
- If a room is messy it may require more extensive cleaning.
- Remove any room service tray, dishes and move them to the service pantry.
- Empty the trash cans and replace the wastebasket liners.
- Do a quick vacuum if required.

Tidy the bathroom:

- Neatly fold used towels.
- Wipe the vanity area if required.
- If required replace the bathing towel.
- Clear the dustbin if used.

Create a pleasant atmosphere:

- Turn on the bedside lamps.
- Close the drapes.
- Draw the curtains so that there is no light coming from the corners or centre.
- Set the A/C temperature to what was set by the guest.
- Double check everything, lock the room and leave the guest room.
- Update the status report.

54. WHAT IS SHOE HORN?

A shoehorn or shoe horn (sometimes called a shoe spooner, shoe spoon, shoe schlep, or shoe tongue) is a tool with a short handle that flares into a longer spoon-like head meant to be held against the inside back of a snug-fitting shoe so that a person can slide the heel easily along its basin to the inner sole. A shoe horn is a tool used to help your foot glide easily into your shoe. Basically, the tool provides a smooth ramp that pulls back the heel of your shoe, stopping it from snagging your ankle as you slide your foot in.



55. WHAT IS SUCTION CLEANING?

Vacuum cleaner, also known simply as a vacuum, is a device that causes suction in order to remove debris from floors, upholstery, draperies and other surfaces. It is generally electrically driven. The dirt is collected by either a dust bag or a cyclone for later disposal. Vacuum cleaners, which are used in homes as well as in industry, exist in a variety of sizes and models—small battery-powered hand-held devices, wheeled canister models for home use, domestic central vacuum cleaners, huge stationary industrial appliances that can handle several hundred liters of dust before being emptied, and self-propelled vacuum trucks for recovery of large spills or removal of contaminated soil. Specialized shop vacuums can be used to suck up both dust and liquids. The suction is the maximum pressure difference that the pump can create. For example, a typical domestic model has a suction of about negative 20 kPa. This means that it can lower the pressure inside the hose from normal atmospheric pressure (about 100 kPa) by 20 kPa. The higher the suction rating, the more powerful is the cleaner. One inch of water is equivalent to about 249 Pa; hence, the typical suction is 80 inches (2,000 mm) of water.



56. WHAT IS A VACUUM-CLEANER?

An appliance for removing dust from carpets, curtains by suction, and consisting essentially of some form of air-pump drawing air through a nozzle which is passed over the material that has to be cleaned. The dust is carried away with the air-stream and is separated by filtration through screens of muslin or other suitable fabric, sometimes with the aid of a series of baffle-plates which cause the heavier particles to fall to the bottom of the collecting receptacle by gravity. In the last decade of the 19th century compressed air came into use for the purpose of removing dust from railway carriages, but it was found difficult to arrange for the collection of the dust that was blown out by the jets of air, and in consequence recourse was had to working by suction. From this beginning several types of vacuum cleaner have developed.

In the first instance the plants were portable, consisting of a pump driven by a petrol engine or electric motor, and were periodically taken round to houses, offices &c., when cleaning was required. The second stage was represented by the permanent installation of central plants in large buildings, with a system of pipes running to all floors, like gas or water pipes, and provided at convenient points with valves to which could be attached flexible hose terminating in the actual cleaning tools. The vacuum thus rendered available is in some cases utilized for washing the floors in combination with another system: of piping connected to a tank containing soap and water, which having been sprayed over the floor by compressed air is removed with the dirt it contains and discharged into the sewers; or in a simpler arrangement the soap and water is contained in a portable tank from which it is distributed, to be sucked up by means of the vacuum as before. In their third stage vacuum cleaners have become ordinary household implements, in substitution for, or in addition to the broom and duster, and small machines are now made in a variety of forms, driven by hand, by foot, or by an electric motor attached to the lighting circuit. In addition to their domestic uses, other applications have been found for them, as for instance in removing dust from printers' type-case.

- Many of vacuum cleaners plastic parts begin with computerized drafting and design systems (CADD). The parts are shaped in a two-part steel mould, called a die that is lowered into the chamber of an injection-moulding machine.
- Tiny plastic pellets stored in a large hopper next to the machine are poured into a heating vat and melted. The pellets are either purchased in the colour desired or colour with pigments as they are melted.
- The melted plastic, injected under high heat and pressure into the chamber of the injection moulding machine, penetrates every part of the mould. The two halves of the mould open enough to let the plastic part fall into a bin. Although the pieces are still hot to the touch, the plastic hardens on contact with the air as the tool opens. The plastic pieces are stored in bins that can be rolled to the assembly line as needed.
- Many identical plastic parts of the same type are made during the injection process. When the desired number have been made, the tool is removed from the injection moulding machine, another one is inserted, and the process repeats as supplies of another part are formed.
- Vacuum cleaners are manufactured in an assembly-line process, with workers at assembly stations attaching subassemblies or individual parts to the vacuum as it moves along the line. Assembling an upright vacuum starts with the base, which is made of metal or moulded plastic.

The steel beater bar with brushes fitted into (a subassembly) is then pulled from a bin and inserted into fitted notches at the front of the base. The beater bar has a locknut on one end and a cap on the other so the owner can open it and replace the brushes when necessary. A rubber drive belt is placed in a guide channel around the beater bar and pulled over a belt guide and motor pulley on the underside of the base.

- A steel base plate is fitted into notches in the front of the base and latched into place with a cam lock (a turning lever) over the underside of the belt and pulley. The steel base plate is a subassembly that has small rollers on it and openings near its front where the beater bar and brushes will agitate the carpet (to release dirt) during operation.
- At the rear of the base, an axle is inserted through a tunnel-like opening that passes from one side of the base to the other. A release handle is fitted onto one end of the axle; it is a simple locking lever that allows the vacuum's operator to lower the handle during operation or raise and lock it into place for storage. Wheels are added to both ends of the axle and are locked into place.
- The fan is bolted onto the base, and the motor assembly is attached to the top side of the base. The electrical connections from the motor to the fan and light, and from the motor to the electrical cord connection are made. A light bulb is installed in a socket in the front of the base. A plastic housing that forms the top of the vacuum cleaner and fully encloses the motor and fan is snapped into place. It has already had a rubberized bumper wrapped around its sides and front. It also carries a clear plastic panel allowing the light bulb inside to shine through as a "headlight."
- Plastic fittings that support the bag and handle are attached to the rear of the base. An opening at the back of the base holds a rubberized length of flexible hose that transfers dust from the fan to the bag; this hose is fastened to the base opening and to the plastic fitting leading into the bag support. At the top end of the handle, a plastic unit that holds the top end of the bag is bolted through the handle. Next, electrical connections inside the handle are completed, and the electrical cord that has been attached to the back of the base is tied to the connections within the handle, allowing the machine's operation to be controlled by a switch near the top of the handle. The length of electrical cord leading from the machine to a power outlet is connected. For packing and shipping, this cord is looped and tied with a twist tie; the owner will wrap it around storage supports on the handle.
- The final touches are added, including attaching the bag, the inner disposable bag, and outer markings (pre-printed on decals that list the manufacturer, operating instructions, and information such as the serial number and the power of the motor).
- The completed machine is taken to packing department where it is wrapped in a plastic bag and put in a carton. A box of plastic attachments, including nozzles and a hose for upholstery cleaning, is also put in the carton with an information booklet, assembly instructions, and a warranty card. The cartons, which have been pre-printed with marketing information, are then closed, sealed, and stored for shipping and distribution

Different types of vacuum cleaner

- Vacuum cleaner
- Wet-and-dry vacuum cleaners
- General –purpose floor machines (scrubbing and polishing machines)
- Carpet shampoo machines



Different brands of vacuum cleaners

57. HOW TO HANDLE DIFFICULT SITUATIONS?

While handling guest complaint in hotels, we must remember these basic points:

- Listen to guest's complaint carefully; express your enthusiasm to help. Key eye contact.
- Understand the matter. Never argue or interrupt when guest is still explaining. Wait until he/she has finished.
- Analyze the matter wisely.
- Apologize to guest with good reason, and then handle the request in priority if able, even if the complaint is not concerning your section.
- Take action until matter is completed.

- Pass over the information to the HOD / GM / EAM immediately, if it is out of your capabilities.
- Try to make guest feel very comfortable while waiting and allow time for the guest to cool down.
- When you see the guest at a later time, greet him and ask if everything is fine.
- Log in follow up book for your colleagues to be aware of the situation.

How to handle intoxicated guest:

- Whisper; talk personally to persuade him out of the party. Do not talk facing the people.
- Inform him that he is disturbing the party. Offer him your service.
- If he does not agree, inform the host (as in the Hotel, inform the Duty Manager).

How to handle guest visitor:

- Screen the visitor in a polite manner. If there is advance information all ready from the guest, escort the visitor to the guest room. If not, request the visitor to go with you to the Front Desk and establish the reason for the visit.
- Offer your help and ask the visitor's name.
- Inform the guest by phone, and announce the name of the visitor.
- If the guest agrees to see his visitor, escort the visitor to the guest room.
- When they both meet, offer some services, such as coffee or tea service.

How to handle a visitor at night:

If the guest comes home with a joiner, then the following should be done.

- Greet the guest and his joiner like normal guests.
- Offer your service to them.
- Inform the Chief of Security and Duty Manager about the guest's joiner.
- Note in the follow up book for next shift for information.
- Treat the joiner as your guest also.

How to handle a noisy guestroom:

- Go to the noisy room and politely ask the guest to tone down the noise level.
- If the guest does not agree, inform the Duty Manager to handle the matter.

Guest on diet / allergy:

- Offer food item out of what the guest diet allergy is.
- Give the guest the menu card to choose from.
- Suggest to the guest to have: Fish from the river, if he cannot eat seafood. Beef meat, if the guest cannot eat pork. Vegetables, if the guest cannot eat meat. Unsalted meat, if the guest cannot eat salty food. Low calorie and less fat content/no sugar, if the guest is on a diet.

58. HOW TO HANDLE TELEPHONE CALLS?

There are intra and inter departmental calls and handling calls is a major function in this process, in general it may be required of all employees to answer telephones when there is a need and therefore all should be trained in telephone handling, most of the hotels have telephone policy so that the procedure of answering, transferring and making calls must be followed by standards.

How to answer calls:

- Answer all calls promptly before the third ring.
- Answer all calls politely.
- Start with greeting of the day.
- Always introduce by your name.
- Identify your department.
- Check how you can be of assistance.
- Listen to the caller attentively.
- Understand the need of the caller.
- Use the caller's name.
- Assure your assistance.
- Take proposed action.

Transferring calls:

- When you have understood the caller's needs but cannot help, transfer the call to a staff member who can fulfil it.
- Before transferring the call, inform the caller where you are connecting the call.
- Inform the other person in brief.
- In case you are busy, inform the caller and ask permission to be called back later.

Holding calls:

- When the caller is on hold, make sure that it is not for too long.
- In between keep cross checking whether the caller is still holding
- .Always use the hold music.
- Before connecting the call inform the holder that some other person is online.

Taking messages:

- Sometimes a message has to be taken.
- Message should be on a clear slip with date and time.
- Correct details should be entered.
- Brief information about message should be displayed.
- After the call is disconnected, pass on the message.

Making calls:

- Before making a call, ascertain that the call is necessary.
- Be sure of what message you are conveying.
- Thank the person

59. HOW ARE ROOM TRANSFERS HANDLED?

Many a time, the control desk has to coordinate a room transfer for a guest who may wish to be transferred to a room other than the one he/she has been registered in. The guest may request this change due to many reason the small size of the room currently allotted, acoustic reason(for instance, the room being next to the elevator), the view from the room not being scenic, the room costing more than the guest's budget, and so on .

Once the front desk gives the clearance for the room transfer and provides an alternative room number to the housekeeping control desk, a supervisor and an attendant are assigned to help the guest with the transfers.

- All hotels have guidelines and policies laid out for handling room transfer
- All the housekeeping employees' concerned need to know these policies.
- The GRA may be request to pack the guest belongings, though this is very rare.
- The supervisor should personally supervise the attendant at all times.
- The GRA may, in case of light luggage, be required to carry the guest's belongings safely to the newly assigned room.
- In most hotels, the supervisor may call on the bell desk staff to aid in transferring heavy guest luggage.
- The GRA then places the guest items in the room as appropriate, making sure that the guest clothes are not creased in the process.
- The vacated room should be re-checked to ensure that no guest articles are left behind. The guest transfer should be recorded at the housekeeping control desk.

60. WHAT IS THE PROCEDURE OF BED MAKING?

Preparing for Bed making: Bed making requires technical expertise in a hotel, because of the sheer volume of beds to be made, in a given shift. If a room attendant has to prepare 16 rooms, as per the prevalent standards, in a shift, he has potentially 32 beds to make .this is in addition to cleaning the rooms and bathrooms .it is here that his productivity is determined.

- Remove soiled bed linen from the bed.
- Look at the mattress pad / mattress protector to see if it is stained, torn or damaged. If it is not straighten it and make sure the mattress and box spring are even.
- Always adjust the mattress with your leg and not with your back to avoid any injuries.
- If the mattress pad is stained then remove it.
- Get a clean mattress pad and place it on the mattress.
- Lay the fresh pad on the bed.

- Unfold the pad right-side up and spread it evenly over the centre of the bed.
- Smooth out any wrinkles.
- Mattress pads / mattress protector comes in different size, be sure to use the correct size.
- Make sure you have the correct size sheets.
- Do not use a stained or torn sheet. Place them immediately in your solid linen bag.
- Take three fresh sheets and 04 pillow cover / slips as per the bed size.

Making the bed:

- Pull the bed a little away from the headboard.
- Spread the 1st bed sheet and tuck the bottom side of the bed except for the four corners.
- Take the loose end of the sheet, about a foot from the corner at the head of the bed and pull it straight out, forming a flap. Pull up the flap so it is flat.
- Tuck in the free part of the corner.
- Pull the flap out toward you and down over the side of the bed. Tuck the flap in.
- Move to the corner at the foot of the bed on the same side of the bed and repeat the same procedure.
- Spread the second sheet the wrong side up, from the edge of mattress.
- Put the quilt 6" lower than the 2nd sheet.
- Spread the third sheet over the quilt.
- Fold the second sheet above the quilt and the third sheet to make a fold of 6" to 8".
- Tightly tuck the sheets under the mattress.
- Go towards the foot of the bed and tightly tuck the second sheet, quilt and third sheet together.
- Miter the corners.
- Inset the pillows into the new pillowcase and tuck in the loose ends.
- Repeat this process for the other pillows.
- Place the pillow on the bed with the tucked edges facing the centre and the tucked flaps on the other side of the pillows.
- Position the bedspread on the bed with equal amounts hanging over both sides and the foot of the bed.
- Report to the supervisor if you notice stains or tears in the bedspread.
- Smooth the bedspread over the pillows to the head of the bed.
- Tuck the remaining of the bedspread under the front edge of the pillows.
- Smooth the surface of the bed.
- Check the bedspread for evenness on both sides.
- Push back bed towards the side of headboard in the exact position.
- All the four corners of the bed is mitered properly. Bed linen is stain free and properly pressed. Bed has to be firm.
- Distance of the pillow from Headboard to the fold of the bed is approximately 20".

61. EXPLAIN THE LOST & FOUND PROCEDURE.

'LOST AND FOUND' is a term used in hotel terms for those articles left by guest or misplaced by guest in a hotel such articles can range from jewelry, costly electronic goods, travel documents, to simple garments. T

he hotel is obliged to protect such items and return them to the guest the procedure for lost and found items is:

- An item left behind by guest either in the room or in public area identified by any staff and brought under the notice of Housekeeping is termed as "Lost and Found" item.
- There should be one dedicated location to receive lost and found items whether it is found in guestrooms, meeting rooms, public area or restaurants.
- The lost items must be secured in a locked closet or area that has highly restricted access.
- Employees are instructed to bring items to lost and found area, with valuables receiving immediate attention.
- All items received to be recorded in a lost and found register.
- All items regardless whether it is valuable, non valuable items and perishable items must be recorded on the Lost and found register.
- Items should be put in a plastic bag noting the serial number from the register, place found, date, name of the person found the item etc.
- Valuable items like Jewelers, mobile, wallets, laptops, iPods' etc. must be stored in a locker.
- If the Property management system has Auto trace functionality then put a trace on the guest profile stating the there is a lost item held with the housekeeping department.

- Send Email to the guest to notify the guest about the lost item (as per the hotel policy)
- When guest calls up the hotel to ask about the lost item, only the person who maintains the lost and found register should revert to the call.
- Once the item is sent to the guest / collected by the guest authorized person an appropriate entry to be made on the system.

The lost and found items are classified as follows:

- Valuable items.
- No valuable items.
- Perishable items.

Valuable items:

- One separate Register is maintained for Valuable lost and found items and the items are kept in a Safe Deposit Locker. Valuable items are kept for a period of six months (as per the hotel policy).
- If there is no response from the guest, auction to be conducted.

Non valuable items:

- These category items are kept for three months in safe custody after making necessary entries.
- If there is no response from the loser till the time, these items are to be disposed off and distributed to the finder.

Perishable items:

- Perishable nature lost and found items are kept for three days.
- In case of any enquiry and need to keep further is to be done accordingly.

Sample Lost & Found Register

Lost and Found Register										
Sl No.	Date	Time Found	Area / Room where Item Found	Item	Description	Found By	Item collected by	Address	Date	Signature

62. WHAT IS FIRST- AID?

The initial assistance or treatment given to a casualty for any injury or sudden illness before the arrival of an ambulance, doctor, or other qualified person is called 'first-aid'. The 'first-aid' itself signifies that the casualty is likely to be in need of 'secondary aid'.

Principles of first-aid :

There are certain important principles involved in first-aid. These are listed as follows. The first-aid provider must

- Act calmly and logically;
- Be in control-both of himself / herself and the problem;
- Be gentle but firm, and speak to the casualty kindly but purposefully;
- Build up trust by talking to the casualty throughout the examination and treatment;
- Explain to the casualty what he / she is going to do ;
- Answer honestly and say so if he / she does not know the answer (that is, avoid giving misleading information);
- Never leave the casualty alone but continue to talk to him / her until the ambulance or doctor arrives;
- Continuously reassure the casualty;
- Never separate a child from its parent or guardian;
- Send the casualty to a hospital or doctor by the quickest means of transport;
- Always inform the police about serious accidents; and
- Inform the relative of the casualty.

Certain things to avoid in first-aid are listed as follows. The following should not be done.

- Do not touch a wound with your fingers or any instrument.
- Do not put an unclean dressing or cloth over a wound.
- Do not allow bleeding to go unchecked.
- Do not allow a crowd to gather around the casualty.
- Do not move a patient unnecessarily.
- Do not take off clothing unnecessarily.
- Do not allow a patient with a fracture or suspected fracture to be moved until splints have been applied.
- Do not neglect shock.
- Do not risk burning a patient by using an unwrapped hot-water bottle or other heated object.
- Do not fail to give artificial respiration when needed.
- Do not fail to remove false teeth, tobacco, or any other eatables from the mouth of an unconscious person.
- Do not permit air to reach a burned skin surface.
- Do not wash wounds.
- Do not try to reduce dislocations, except of the finger and lower jaw.
- Do not leave a tourniquet on for over 20 minutes without loosening it.
- Do not forget to send for a physician.

63. WHAT IS JUPONE'?

These are colored and lustrous materials used as liner on the service tables; they are usually made from satin or rayon,

- They may be plain or patterned.
- The pleats may be stitched or pleating may be done when draping the table.
- Varied styles may be used when draping which will affect the length of fabric required.
- The width of the fabric must correspond with the height of the table.

64. WHAT IS MOULTAN?

Where the dining tables, do not have baize top attached, this length of baize cloth may be used.

65. WHAT ARE THE SELECTION CRITERIA FOR VARIOUS LINEN ITEMS?

The fabrics chosen must not only retain appearance throughout their useful life, but must also be serviceable, easy to maintain, long lasting. The general criteria for the selection are :

- **Strength** - The strength of material will depend on the type of fiber used. The type of weave which is used in forming of the fabric also determines the strength of the fabric. The artificial or synthetic fibre like polyester and acrylic are considered to have more strength than the natural one like cotton and wool. The selvedge also provided strength to the fabric.
- **Comfort**- Fabric should be absorbent when it comes in contact of the body. Cotton material has very high absorbency compared to synthetics. The linen should have softness and light in weight.
- **Laundering**- Linen when washed can be easy processed in less time. Synthetic material takes less time and requires lower temperature and less number of wash cycles than natural fabric. Cotton material develop large amount of creases and takes more time to get ironed.
- **Color** - Color adds appeal to the particular area but we should be keep in mind that the color should not fade ,should have a good life span at the same time. Color fabrics should be checked for dye stability. Dark color fabrics show dust and lighter marks, whereas light color ones show dirt and stains more prominently. The color chosen must also be easily available for future use or replacement.
- **Pattern & Texture**- Pattern should be such that it can hide marks. Mottled pattern can hide more marks .It should also suit the theme of that area also.
- **Shrinkage** - Synthetics do not shrink, whereas natural fibers shrink about 6-8 percent unless they are treated or sanforised.Wool loses its shape if not carefully laundered.
- **Flame retardancy** - Wool is naturally flame retardant, synthetic fabric used which is fire retardant is known as Teklan. Flame retardant fabric can be used for drapery, upholstery, and carpets.

66. WHAT ARE THE RULES CONSIDERED FOR LINEN PURCHASE?

- Estimate for the purchase of linen should be accurate so that the items are not purchased in excess.
- Accurate specifications must be provided when placing orders, especially with sizes.
- Take samples of linen and test for amount of 'dressing' that falls out from the fabric when rubbed together.
- Also check the samples for laundering effects like shrinkage, loss of shape, color.
- Large orders should be marked or monogrammed by the supplier.
- The stitching of material should be strong with firm smooth weave and strong selvedge.
- Orders should be placed well in advance so that specifications may be met with the requirement.
- Storage space should be checked for quantity order.
- A Purchase Index Card must be maintained for every linen item in stock.
- A good rapport with the supplier is essential with regard to credit facilities.
- Mode of transport should be checked with the supplier.
- In case the quality of the linen is not accurate, proper dealing of replacement of linen with no extra payment should be the part of contract.
- Select a supplier on the same level as your establishment preferably with a recommendation.

67. WHAT IS THE IMPORTANCE OF PURCHASE INDEX CARD?

The purpose of a Purchase Index Card is to:

- Indicate purchases between previous and current inventory.
- It can be viewed as a reference for ordering, also indicating the level of safety stock.
- Provides a record of condemned articles.
- Provides a means of judging the life span of linen articles

PURCHASE INDEX CARD								
ARTICLE NAME.....								
SPECIFICATION.....								
SUPPLIER'S								NAME
ADDRESS.....						MOBILE	NO/TEL	
NO.....								
Date Received	Amount received	Unit cost	Date issued	Amount issued	Date condemned	Amount condemned	Stock	Sign
Remarks.....								

68. HOW IS THE LINEN CONTROLLED IN A HOTEL?

Proper linen exchange procedures are essential in the control of linen.

The control of linen room is carried out by the daily supervisor of the work done by the linen room attendants, and by the use of the linen room entry book.

Control of linen is an important task to manage the operations, it basically falls into three areas of activities:-

- Hygienic standards and appearance of linen.
- Daily routine exchange of linen between floors and departments linen room and laundry.
- Purchase details, inventories and stock taking records.
- Checklist to reduce linen damage:
- Dropping large bundles of linen down the chute causes damage by abrasion against the sides of chute.
- Knives and pointed tools should not be whipped with table cloth or waiter's cloth it can damage the cloth fiber
- Careful handling of linen is required when stripping out from the bed.

- All the dusters should be coded properly for specific area use; adequate dusters should be given to the staff for cleaning.
- Hotel should provide tissues and shoe shine pads in the guest rooms.
- Control the use of excessive bleach in the laundry process as it weakens the fabric, check and supervise the laundry is on-premises.
- Insufficient stock and poor rotation of linen shortens the life span of the linen article as it does not have rest period.
- Adequate inspection should be given to torn articles which should be mended immediately.
- Stained articles should be treated immediately.
- Care must be taken on reserve stock to ensure that it does not develop marked folds or is attacked by pests.
- Frequent inspection of laundry baskets bins and trolleys, chutes as well as storage spaces to detect protruding nails or sharp edges/splinters.
- Sufficient care of damp area for linen causes mildew (black spots on cloth) thus causing eventual tear and spoilage of linen.

69. WHAT ARE THE VARIOUS LINEN ROOM EQUIPMENTS USED IN A HOTEL?

The following are the linen room equipments used in a hotel

- Linen Supervisor's desk
- Shelves for storage of linen, Cupboard, Hanging area
- Store room, Drop counter for exchange of linen
- Linen Trolley
- Soiled Linen Hamper
- Telephone and computer
- Washbasin
- Drying Rack
- Iron and Iron Board
- Carrying baskets
- Work tables (Table top in contrast to white)
- Areas for receiving fresh linen
- Area for collection of soiled linen



70. WHAT ARE THE VARIOUS ADVANTAGES AND DISADVANTAGES OF LINEN HIRE?

Entire hotel linen or specialized linen like banqueting items is hired. Hiring linen is uncommon in India, but many hotels in other parts of the world do not purchase linen, and prefer to hire laundered linen from a hiring company.

- Linen hire companies supply clean linen to hotels on a hire basis.
- Thus it is a contract with a company which rents and launders linen.

Advantages

- Purchase of initial investment for linen articles is eliminated.
- Laundering of linen is not required.
- No storage space is required.
- No appointment of staff required which means saving in paying salaries.
- Purchase function is eliminated as there is no need to order line.
- Repairing of linen is not the responsibility of the hotel.
- Linen hire charges may not be greater than the combined depreciation and laundering costs.

Disadvantages

- Individuality is not maintained as it is the owned linen of the hotel.
- There is always limitation for the choice of linen.
- Linen cannot be cut down or reused.
- Any damages or large permanent stain is to be paid for usually at higher rate.
- The hotel is completely dependent on the hiring company.
- Hotel does not have any control on the quality of the linen.

71. WHAT IS MEANT BY CUTTING DOWN?

- This refers to using any discarded materials for some other purpose, such as bed sheets being used as dust sheets or being made into pillow covers.
- “Cutting down” refers to the using of any discarded material for some other purpose, such as bed sheets being used as dust sheets or being made into pillow covers.
- Turning discards into rags in one of the simplest and most common ways of recycling.
- Large discarded sheets can be cut down for use as crib sheets, aprons, and other such articles.
- On some properties, discarded linen are sold to hotel staff at reasonable prices.
- Some properties also donate used linen to charities.

72. DEFINE LINEN CHUTE?

A passage in the form of a tunnel for sending soiled linen from the floor pantries of all floors to a central place near the laundry, from where it can be collected by laundry staff.

Importance of linen chute is

- Most efficient
- Economical
- Fast
- Safe & easy
- Maintain hygiene
- Quality of linen.



Periodical cleaning helps in maintaining the chute and proper functioning:

- Cleaning - Regular inspection.
- Contract given to physical plant.
- Laundry room & linen chute blocked.
- Doors marked. “DANGER - OUT OF SERVICE”
- Notify Hotel administration when laundry chutes are down for cleaning,
- Notify when they are back in service.

Procedure:

- Top to bottom floor
- High pressure water sprayer used (495 psi)
- Careful enough not to dislodge, bend or break the sprinkler heads inside.
- Biodegradable and alkali solutions used.
- Residue dumped in an appropriate place.
- When the work is complete, the management is informed.

Safety

- Splash proof gown, submicron mask, protective eyewear, gloves.
- Rescue team and Medical assistance on the spot.
- Washing of hands when it is complete. (after removing the gown)

73. WHAT ARE THE POINTS TO BE KEPT IN MIND WHILE DESIGNING UNIFORM FOR HOTEL STAFF?

The following points should be kept in mind while designing uniforms:

- General profile of the employees- The cultural background, age, and so on of the hotel's employees needs to be kept in mind along with hotel's ethos and the employees' work profiles. Some hotels even involve the staff concerned while designing their uniforms.
- Image and identify of the property- if the hotels want to create a desirable, eye-catching, smart, efficient, and professional image, the uniforms should be chosen to reflect, and indeed create this impression. Emblems, badges and embroidery can customize the uniforms so As to identify the department, the hotel, and employee. The uniforms can also match the décor and theme of the hotel thereby reinforcing the image of the property.
- Comfort to wear- this depend on the right fabric being used and even more important on a good fit. Hotel staffs have to be active and hardworking and the uniform should complement

this. They may need to reach, bend, stretch, or squat. This fir of the uniform should be such as that it does not bind or restrict movement.

- Purpose of work- designing for the purpose of the work is of paramount importance, pockets are importance parts of designing. A pair of dungaree or overalls must have several deep pockets for the maintenance employee to keep tools handy. A steward must have pocket that are not very conspicuous to keep a pen, lighter, and so on. Shoes chosen for the cooks must be skid-proof. Short sleeves are more practical for GRAs, some uniform accessories, such as the headwear of kitchen staff, also fulfill an importance hygiene function in addition to making their work easier
- Appearance and style- The uniform must harmonize with the décor by blending or contrasting. The color and style should coordinate with the ambience of the location or work area. For example, in the lobby, the uniforms of all the lobby staff should be coordinated with the décor and with each other.
- Climatic condition of the place- these must be considers especially if the hotel is not centrally air- conditioned. A full sleeved Terylene shirt with a tie can be stifling for a steward Is a humid areas. Generally cooks and maintenance crew use 100 percent drill uniforms.
- Budget and value for money- In the selection of fabric for uniforms, one should keep in mind the allocate budget, and seek value for money. Laundering and maintaining uniforms is a challenge.
- Fabric- fabric selection is also a criteria factor to consider when purchasing material for uniforms.
- Cotton outfit are preferred as uniform because they are porous and more absorbent than polyester and cotton blends. However, blends with cotton are increasing in popularity because they have better soil- release qualities in general and at the same time retain some coolness
- Ease of availability of material- the fabric and accessories chosen for the uniforms must be readily available whenever new uniform are required
- Staff turnover- Uniforms should be re-designed periodically. This is so because wearing the same uniform for a long time becomes boring and monotonous for the employees and also presents an unchanging monotonous environment for the regular guests as well. Also, when a hotel redesigns or adds an outlet with a changed or new theme, the uniforms need to be upgraded or designed accordingly. To keep track of designs used during various periods for various departments and different levels of staff, a Uniform Specification Card is used. This mentions the period during which a particular uniform design for a particular level of employee of a department was in force and also defines the items (shirt, trousers, etc.), the fabrics, color contrast or combinations, the accessories (buttons, cufflinks, nameplates, cummerbunds, sashes, aprons), neck wear (cravat, ties, scarves), footwear (shoes, sandals, bellies), headgear (caps, turbans), as applicable.

74. LIST OUT THE ACTIVITIES OF A SEWING ROOM?

The following are the activities carried in a

- Altering of uniform
- Patch work on linen
- Repairing of linen such as bed sheets, cushion covers, curtains
- Making of pillow cover, single bed sheets, from discarded linen
- Repairing hems of sheets
- Mending of guest clothes
- Stitching Upholstery
- Making color coded dusters.
- Monogramming
- Making of mattress cover



- Repair of frayed parts and tears in towels, table cover, bed linen etc.
- Stitching of buttons, hooks etc

75. WHAT IS THE JOB SPECIFICATION OF A SEAMSTRESS?

- To perform skilled tasks in the making and repairing of such articles as draperies curtains, slipcovers, lampshade and towels
- To mend torn articles using methods such as patching and darning.
- To received and issue linen to GRAs if required
- To maintain cost and production recorded of stitched material.
- Must be proficient in the use of the following sewing machine, electric iron, button-holding machine, sewing needles and thimble, scissors and measuring tape.
- Perform skilled and trained task in the making and repairing of articles such as curtains, uniforms, towels etc.
- Seamstress needs to mend torn linen or articles.
- They have to maintain the cost and production records of stitched article.
- Their job duties may include coordinating with those of linen room attendant or linen room supervisor.
- They also have to issue linen to Guest Room attendant if required.

TAILORS / SEAMSTRESSES
<ul style="list-style-type: none"> • Reports to the Linen Room Supervisor.
Responsibilities:
<ul style="list-style-type: none"> • Repair all damaged linen. • Repair all the damaged uniforms. • Repair guest's clothes if damaged. • Refurnish all damaged upholstery.

76. GIVE DETAILS OF FEW TOOLS AND EQUIPMENTS USED IN A SEWING ROOM?

Cutting tools-

- Fabric shears OR scissors should be used only for cutting fabrics, as using them on paper will blunt them. It has appropriate size 10-12 inches.
- Use small scissors with sharp, pointed ends for buttonholes, embroidery, and cutting the ends of the cotton thread.
- A seam ripper, which has a tiny protected blade, cuts stitching without harming the fabric.
- Pinking shears give a zigzags, fray-resistant finish to raw edges



Measuring tools:

- Fiberglass tape-It can be used in measuring as it does not stretch
- Meter rule-It is used in measuring of soft furnishings, checking of hem levels
- Set Square- It is needed when cutting curtains or upholstery to ensure right angles at the Corner.
- Perspex ruler-It allows seeing the grains of the fabric.

Pins and pin cushions

- Sharp pins-18mm long
- Shorter pins- It can be use for lightweight fabrics and paper.
- Glass headed pins-It can be used for sheer or lacy fabrics.
- Longer pins-When cutting out loose covers.
- Pincushions-It keeps pins and needles handy.

Clips and weights

- Clips are generally use when a large piece of fabric is being cut.
- Weights are useful for preventing the material from slipping.

Pattern paper

- Pattern paper is available marked with squares to make pattern drawing easy.

Marking equipments

- Tailor's chalk – It should not be permanent and use in marking alterations.

- Color carbon paper-It is to transfer to heavier paper.

Needles and thimble:

- They are graded by number, ranging from No.1 to No.24
- (Longest /thick to smallest/finest). Thimbles are protective covers worn on the thumb and sewing finger when sewing. They should fit the finger well.
- Sewing machine: Machine should be of commercial use, it should handle
- Various thicknesses of fabric and blind stitch so that the stitching should not show.

77. WHAT IS CONDEMNED LINEN?

- Condemned linen is items that are no longer useful in their present condition due to some irreversible damage such as a permanent stain or simply wear and tear.
- “Cutting down” refers to the using of any discarded material for some other purpose, such as bed sheets being used as dust sheets or being made into pillow covers.
- Turning discards into rags in one of the simplest and most common ways of recycling.
- Large discarded sheets can be cut down for use as crib sheets, aprons, and other such articles.
- On some properties, discarded linen is sold to hotel staff at reasonable prices. Some properties also donate used linen to charities.
- This involves all functions from purchase of linen to laundering to condemnation.
- In a hospital different types of clothes and linen are used.
- It is the job of the Housekeeping Department to ensure clean and hygienic washing of all these items, and then distributing them to different areas of the hospital.

78. EXPLAIN 3 MAIN TYPES OF FABRIC.

1. Broadcloth:-

- A tightly woven lustrous cotton cloth with fine embedded crosswise ribs. Broadcloth is a dense, plain woven cloth, historically made of wool.
- The defining characteristic of Broadcloth is not its finished width, but the fact that it was woven much wider typically 50 - 75% wider than its finished width and then heavily milled traditionally the cloth was worked by heavy wooden trip hammers in hot soapy water in order to shrink it to the required width.
- The effect of the milling process is to draw the yarns much closer together than could be achieved in the loom and allow the individual fibers' of the wool to bind together in a felting process.
- This results in a dense, blind face cloth with a stiff drape which is highly weather-resistant, hard wearing and capable of taking a cut edge without the need for being hemmed.
- It was made in several parts of England at the end of the medieval period.
- The raw material was short staple wool, carded and spun into yarn and then woven on a broad loom to produce cloth 1.75 yards wide. It was then fullled, usually in a fulling mill.
- When fullled, the fibers of the cloth would felt together, resulting in a smooth surface



2. Canvas:

- Rugged, woven cloth made with coarse yarn.
- Canvas is an extremely durable plain-woven fabric used for making sails, tents, marquees, backpacks, and other items for which sturdiness is required, as well as in such fashion objects as handbags, electronic device cases, and shoes.
- It is also popularly used by artists as a painting surface, typically stretched across a wooden frame.
- Canvas has become the most common support medium for oil painting, replacing wooden panels.
- It was used from the 14th century in Italy, but only rarely.

- Canvas is typically stretched across a wooden frame called a stretcher and may be coated with gesso before it is to be used; this is to prevent oil paint from coming into direct contact with the canvas fibers, which will eventually cause the canvas to decay

3. CHENILLE:

- A fuzzy cotton yarn or fabric that has pile protruding around it, named for the French word for caterpillar.
- In French, chenille refers to a 'caterpillar'.
- The carpet is named thus since the pile surface is first produced as a long strip and then, during the weaving process, the catcher threads attach the strips of furry pile to the backing.
- The catcher threads are distinctly visible in the finished carpet, giving the pile a segmented look like a caterpillar.
- Chenille carpets are soft and thick and are made in many colors and patterns.

79. DOES LINEN DRY QUICKLY?

- Drying items and temperatures vary considerably for different types of linen.
- In every laundry cycle, however, drying should be followed by a cool down period to prevent the hot line being damaged or wrinkled by rapid cooling and handling.
- After drying, linen being damaged or wrinkled by rapid cooling and delayed, wrinkles will set in.
- Linen allows more air-flow and its structure means it stays away from your skin allowing better airflow over your body, it is a "stiff" fabric and is less likely to cling to the skin; when it billows away, it tends to dry out and become cool quickly so that your skin is being continually touched by a cooling surface.
- One of linen's finest qualities, other than its good looks, is that it's fast drying — that quality makes linen a great choice for travel, and for wearing when it's very hot.
- Given how quickly it will dry, and its tendency to shrink when exposed to heat, air drying is your best bet when it comes to your linen clothes.
- Plus, we wear our linen during warmer months, which means that it will air dry extra fast thanks to the summer heat. If you do choose to machine dry, use a low- or no-heat setting.
- When air drying, either lay the garment flat on a towel or use a drying rack; avoid hangers, which will leave unsightly dent marks unless they're padded.

80. WHAT ARE PINKING SHEARS?

- Pinking shears give zigzag, fray-resistant finish to raw edges.
- They are scissors the blades of which are saw-toothed instead of straight.
- They leave a Zigzag pattern instead of a straight edge.
- Pinking shears have a utilitarian function for cutting woven cloth.
- Cloth edges that are unfinished will easily fray, the weave becoming undone and threads pulling out easily.
- The saw tooth pattern does not prevent the fraying but limits the length of the frayed thread and thus minimizes damage.
- These scissors can also be used for decorative cuts and a number of patterns (arches, saw tooth of different aspect ratios, or asymmetric teeth) are available.
- True dressmaker's pinking shears, however, should not be used for paper decoration because paper dulls the cutting edge.



81. WHAT IS PINCUSHIONS?

- Use fine, sharp pins, preferably 18 mm long. Shorter pins can be used for lightweight fabrics and paper. Glass-headed pins can be used for sheer or lacy fabrics. Longer, 30 mm pins are needed when cutting out loose covers.
- A pincushion held on the wrist on a band of elastic keeps pins and needles handy while working. It can also be hung on the sewing machine.
- This is used by a seamstress to keep pins and needles handy.



- A pincushion (or pin cushion) is a small, stuffed cushion, typically 3–5 cm (1.2–2.0 in) across, which is used in sewing to store pins or needles with their heads protruding to take hold of them easily, collect them, and keep them organized.
- Pincushions are typically filled tightly with stuffing to hold pins rigidly in place. Magnetic pin cushions are also sometimes used; though technically they are not "cushions", they serve the same basic function of holding pins neatly.

82. WHAT DO YOU MEAN BY THIMBLE?

Protective covers worn on the thumb and second finger when sewing is a Thimble

- Steel thumbed are the best. They should fit the fingers snugly.
- A thimble is a small hard pitted cup worn for protection on the finger that pushes the needle in sewing. Usually, thimbles with a closed top are used by dressmakers but special thimbles with an opening at the end are used by tailors as this allows them to manipulate the cloth more easily.
- Finger guards differ from tailors' thimbles in that they often have a top but are open on one side.
- Some finger guards are little more than a finger shield attached to a ring to maintain the guard in place. Thimbles are usually made from metal, leather, rubber, and wood, and even glass or china.
- Early thimbles were sometimes made from whale bone, horn, or ivory. Natural sources were also utilized such as Connemara marble, bog oak, or mother of pearl.
- Rarer works from thimble makers utilized diamonds, sapphires, or rubies. It is used by grasping a needle between the thumbs and indexing finger, with the eye end of the needle against the pitted plate, and pushing the needle with the entire arm.
- This design permits the sewer to exert a great amount of force when pushing thick needles through very tough materials such as sail cloth, canvas or leather.



83. WHAT IS A PEG BOARD SCREEN?

- It is a screen for hanging tools, cloths, and storage bags.
- Material (such as fiberboard) with regularly spaced perforations into which hooks may be inserted for the storage or display of articles.
- The holes are used to accept pegs or hooks to support various items, such as tools in a workshop.
- Peg-Board is an expired trademark used as a brand name by the Masonite Corporation, first used in 1962, which is often used as a generic term for perforated storage boards made of hardboard, wood, metal, or other material.



84. LIST OUT THE VARIOUS EQUIPMENTS USED IN LAUNDRY.

Washing Machine and Dryer:

- These machines used in hotel laundries are typically of the tumble dry type.
- Their capacities typically vary from 7 to 200 kg.
- The wash barrels of those used in hotels are usually of stainless steel.
- Machine with a capacity of 100 kg or more generally have a drum that has two or three compartments.
- A good washing machine and dryer will be the basics for the laundry room and equipment.
- Check out different models and price ranges to see what options fit your needs best.
- A large family will need a large capacity, heavy-duty option, while a single person living alone can opt for small units.
- Watch for sales on these large appliances or a package deal for buying the set.
- Capacity refers to the amount of laundry a washing machine can wash in one load.



- Washing machine capacity is specified in kilograms.
- They range from about 5kg all the way up to 14kg to suit a variety of households, with the most commonly purchased size in Australia being between 7.5-8.5 kilograms.
- It's important not to confuse capacity with the actual product weight of the washing machine.
- When a washer is referred to as a 7kg front loader that is referring to the load capacity.

Washer-cum-centrifuge and extractors-

- These machines range in capacity from 7 to 300 kg.
- They may operate on steam or electricity or even a combination of the two these washers are of standard quality and are use to do the steam or electrical operation.
- These products are made with the advanced technology and used both for washing and extracting.
- Hydro-extractors- these are large centrifuges, ranging in capacity from 7 to 70 kg.
- A typical hydro-extractor .the basket is made of stainless steel.
- They are electrically operated. Clothes from the washer are put into a hydro-extractor to remove about 50-75 per cent of the excess water.



Ironing Supplies:

- The dreaded task of ironing will need to be addressed as well if you have items that must be routinely ironed.
- A good quality ironing board and iron will last for a number of years.
- Spray starch is needed to provide crisp seams.
- A spray bottle of water to moisten wrinkled items is also useful.
- A hot pad to put the iron on to cool down will come in handy as well.



Stain Removers:

- Stains are inevitable and you will need to have supplies on hand to take care of these stains.
- A pre-treated, stain remover, and a small brush are all great items to have on hand.
- Place these items in a bucket near the sink, so that they are ready to use when you are in need of removing a stain.

Laundry Baskets and Hangers:

- No laundry room equipment list will be complete without an ample supply of hangers and laundry baskets.
- Sturdy plastic hangers are quite inexpensive these days and can be purchased at a variety of retailers.
- Sturdy laundry baskets are useful for carrying laundry between two locations in the home.



Clotheslines and Supplies:

- Many people still choose to hang their clothes on a clothesline outdoors.
- Any hardware or home improvement store will have a good quality clothesline.
- Wooden and vinyl coated metal clothespins are also available for hanging items.
- A bag that clips to the clothesline and slides down the line as you move to the next garment is also useful.



85. WHAT ARE THE VARIOUS COMPONENTS OF THE DETERGENTS?

These are cleaning agents that, when used in conjunction with water loosen and remove dirt and then hold it in suspension so that the dirt is not re-deposited on the cleaned surface. They can be of two types-soapy detergents and synthetic detergents.

- A detergent is a surfactant or a mixture of surfactants with cleansing properties in dilute solutions.
- These substances are usually alkylbenzenesulfonates, a family of compounds that are similar to soap but are more soluble in hard water, because the polar sulfonate (of detergents) is less likely than the polar carboxylate (of soap) to bind to calcium and other ions found in hard water.
- In house contexts, the term detergent by itself refers specifically to laundry detergent or dish detergent, as opposed to hand soap or other types of cleaning agents.
- Detergents are commonly available as powders or concentrated solutions.
- Detergents, like soaps, work because they are amphiphilic: partly hydrophilic (polar) and partly hydrophobic (non-polar).
- Their dual nature facilitates the mixture of hydrophobic compounds (like oil and grease) with water. Because air is not hydrophilic, detergents are also foaming agents to varying degrees.
- Modern detergent formulations – the entire product vs. just the surfactant – contain several components.
- Three main ingredients are builders by weight, approximately), the alkylbenzenesulfonate surfactant, and bleaches, enzymes, soil anti-redeposit ion agents, foam regulators, corrosion inhibitors, optical brighteners, dye transfer inhibitors, fragrances, dyes, fillers and formulation aids.

Builders

- Builders (also called chelating or sequestering agents) are water softeners.
- Hard water contains calcium, magnesium, and metallic cat ions (iron, copper, and manganese).
- These cat ions react with surfactant anions to form insoluble compounds (metallic or lime soaps) which precipitate onto fabrics and washing machines and which are difficult to remove.
- Builders remove the hard water ions through precipitation, chelating, or ion exchange. In addition, they help remove soil by dispersion. In most European regions, the water is hard. In North America, Brazil, and Japan, the water is comparatively soft.

Bleaches

- The main targets of bleaches are oxidisable organic stains; which are usually of vegetable origin (e.g. chlorophyll, anthocyanin dyes, tannins, humic acids, and carotenoid pigments).
- Despite the name, modern bleaching agents do not include household bleach (sodium hypochlorite).
- Laundry bleaches are typically stable adducts of hydrogen peroxide, such as sodium perborate and sodium percarbonate, these are inactive as solids but will react with water to release hydrogen peroxide which performs the bleaching action.
- Bleach activators such as tetraacetylenediamine (TAED) are also increasingly used, these react with hydrogen peroxide to produce per acetic acid, which is an even more effective bleach, particularly at lower temperatures (<60 °C).



Enzymes

- The use of enzymes for laundry was introduced in 1913 by Otto Rohm.
- The first preparation was a pancreatic extract obtained from slaughtered animals, which was unstable against alkali and bleach.
- Only in the latter part of the century with the availability of thermally robust bacterial enzymes did this technology become mainstream.
- Enzymes are required to degrade stubborn stains composed of proteins (milk, cocoa, blood, egg yolk, grass), fats (chocolate, fats, oils), starch (flour and potato stains), and cellulose (damaged cotton fibrils, vegetable and fruit stains).
- Each type of stain requires a different type of enzyme: proteases (savinase) for proteins, lipases for greases, α -amylases for carbohydrates, and cellulases for cellulose.

Other ingredients

Many other ingredients are added depending on the specific application.

- Such additives modify the foaming properties of the product by either stabilizing or counteracting foam.
- Other ingredients increase or decrease the viscosity of the solution, or solubilize other ingredients.
- Corrosion inhibitors counteract damage to washing equipment. "Dye transfer inhibitors" prevent dyes from one article from coloring other items. "Antiredeposition agents" are used to prevent fine soil particles from reattaching to the product being cleaned. Carboxymethyl cellulose is used for this purpose.

86. WHAT ARE THE GENERAL RULES OF STAIN REMOVAL?

A stain is a spot or localized discoloration left on fabric by reaction with or absorption of a foreign substance. Stain removal or spot – cleaning is a skill that demands special attention, specific technique, and long experience.

- Always treat the stain immediately.
- If a stain is not removed after immediate action, then specific removal may be required. Before attempting specific removal, first ascertain the nature of the fabric, the nature of the stain, age of the stain, color of the fabric, etc.
- Select appropriate stain removal reagents and methods accordingly. Before attempting stain removal, check the reaction on the fabric and the reagent also.
- Always start with the mildest method and reagent, gradually progressing to stronger methods and reagents.
- Stretch the stain over a pad of clean white absorbent cloth with a piece of clean cotton wool; apply the reagent on the stain.
- Start applying the reagent to the outer edge of the stain and work towards the centre. This will prevent the stain from spreading as well as formation of a ring.
- Sponging is preferable to soaking and rubbing with the reagent.
- Rubbing and washing instantaneously is preferred to soaking and then washing.
- Always neutralize the effect of every chemical used by thoroughly rinsing the reagent at each step before attempting the use of another method or reagent.
- The need of professional help if required should be ascertained at the time of stain removal.

87. WHAT IS THE PROCESS OF WASHING?

Whatever the type of machine used, for maximum efficiency, it must be operated according to the manufacturer's instructions. Temperatures, washing times, and processing chemical vary according to the types of fabrics being laundered.

- Wetting - In this stage the clothes are wetted in a detergent solution; this is done to loosen the soiling or dirt. Some fabrics are waterproof, so care should be taken while wetting fabrics like wool and silk.
- Soil removal - In this stage, the loosen dirt is separated. This is the main objective or major step of the washing process. Soil removal is done in this step. The failure of this stage will spoil the whole cleaning process.
- Soil suspension - In this stage, the soiling or dirt is to be prevented from redepositing on the fabric and must be held back in the detergent solution. If redeposition occurs on the fabric then the fabric turns greenish and if it is uneven then it forms black spots known as scum.
- Removal of soil - This stage includes rinsing of the clothes. Rinsing is done to remove the suspended dirt as well as the detergent from clothes. In the washing machine, removal of soil is actually done by diluting the detergent solution in the machine.
- Bleaching - Bleach improves the white color of white fabrics. Bleaching of an article should be restricted to a minimum and should be done when it is really required.
- Bluing- Bluing is done only to the white linen after wash. White linen becomes yellowish and this can be corrected by applying blue to a fabric. After bleaching, bluing can correct yellowness. Excess of bluing can make a shirt look bluish or even spotted/marked with blue.

88. WHAT ARE BLEACHES, WHAT IS THEIR USAGE?

These are chemicals capable of whitening fabrics and removing stains by destroying pigment matter.

- They also disinfect and deodorize.

- Their action of combating yellowing and discoloring is due to a chemical reaction-it is generally oxidation, but may something be reduction.
- Various types of bleaches, their nature, and the fabrics on which they can be safely used.
- Bleach is the generic name for any chemical product which is used industrially and domestically to clean, to lighten hair color and to remove stains. It often refers, specifically, to a dilute solution of sodium hypochlorite, also called "liquid bleach".
- The process of changing a colored fabric or substance into a colorless one is known as bleaching.
- As they weaken the fabric, extreme care should be taken while using them.
- They whiten the colored substance either by oxidizing or reducing.

89. WRITE THE STANDARD SIZES OF LINEN ITEMS?

- Face towel-12"x12" inches
- Hand towel- 18"x 26" inches
- Bath towel-30"x 56" inches
- Bath sheet- 35"x 63" inches
- Bath mat- 31"x 20" inches

90. WHAT ARE THE FIBERS USED TO MANUFACTURE HOTEL LINEN?

Fibers are classified according to their source, length and content. Nowadays; many man-made fibers have been created.

Natural fabrics—such as cotton, silk and wool—are made of animal or plant-based fibers

- Over the years these synthetic fibers have increasingly grown in popularity.
- The demand for polyester fibers have increased by over half since 1980, making polyester the single most used textile—overtaking cotton.

Although synthetic fibers are known for better durability and cheaper manufacturing, they are acquired from

petroleum products and require a complex processing procedure, like all synthetic fabrics.

- But natural fibers are found naturally on our planet without being scientifically invented.
- Knowing this, there have been many long debates between the benefits of synthetic vs. natural textiles and which is considered superior.

• Cotton-

• The journey of a cotton plant starts somewhere on a farm in late March.

• A dry breeze blows across the endless stretch of fields as the woolly cotton seeds are planted in neat rows in the sunny state of Florida.

• In autumn the crops will be ready to harvest, but first the plants are intensely watered for up to 200 days. Transformed from a small seed into the clothes you see in stores, cotton has been around for thousands of years. Travelling from fields to manufacturers and back again, cotton accounts for 40 percent of clothing manufactured around the world.

• Although, cotton is prone to shrinking and has little resilience; it is very absorbent, soft and strong, while still easy to care for.

• This natural fibre is hypoallergenic making it a suitable choice for those with sensitive skin.

• Cotton is all-natural, making for a comfortable and breathable fabric year-round.

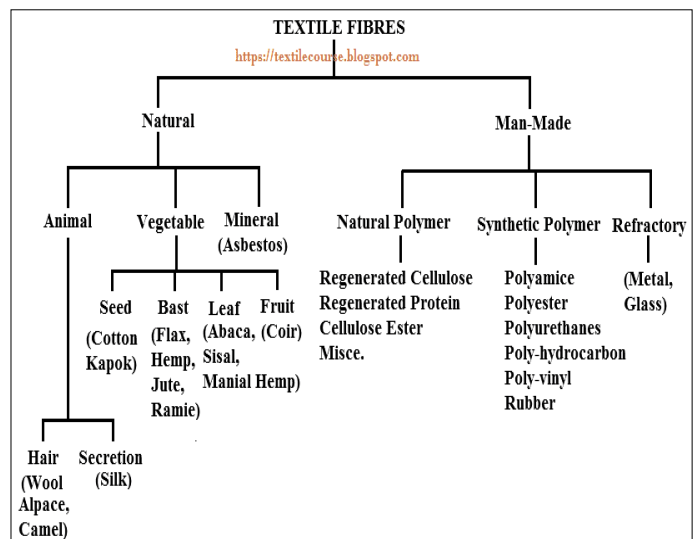
Wool

• Wool is the textile fiber obtain from sheep and other animal, including cashmere and mohair from goats, qiviut from muskoxen, from hide and fur clothing from bison, angora from rabbit, and other types of wool from camelids.

• Wool consists of protein together with a small percentage of lipids.

• Wool fibers readily absorb moisture, but are not hollow.

• Wool can absorb almost one-third of its own weight in water.



- Wool absorbs sound like many other fabrics. It is generally a creamy white color, although some breeds of sheep produce natural colors, such as black, brown, silver, and random mixes.

Silk

- Silk has a long history in India.
- It is known as Resham in eastern and north India, and Pattu in southern parts of India.
- India is the second largest producer of silk in the world after China.
- About 97% of the raw mulberry silk comes from six Indian states, namely, Andhra Pradesh, Karnataka, Jammu and Kashmir, Tamil Nadu, Bihar and West Bengal.
- North Bangalore, the upcoming site of a \$20 million "Silk City" Ramanagara and Mysore, contribute to a majority of silk production in Karnataka.
- India is also the largest consumer of silk in the world.
- The tradition of wearing silk saris for marriages and other auspicious ceremonies is a custom in Assam and southern parts of India.
- Silk is considered to be a symbol of royalty, and, historically, silk was used primarily by the upper classes.
- Silk garments and saris produced in Kanchipuram, Pochampally, Dharmavaram, Mysore, Arani in the south, Banaras in the north, Bhagalpur and Murshidabad in the east are well recognized.
- In the northeastern state of Assam, three different types of silk are produced, collectively called Assam silk: Muga, Eri and Pat silk. Muga, the golden silk, and Eri are produced by silkworms that are native only to Assam.

Synthetic Fibers are man-made and produced entirely from chemicals to create fabrics like polyester, rayon, acrylic, and many others.

- It wash and wears fabrics
- It can be laundered or dry cleaned easily.
- Synthetic fibers are the good resistance of sunlight
- Synthetic fibers are moth and mildew resistant
- At very high temperature the fibers can melt.
- Synthetic fibers are low absorbency.

Rayon:

- Rayon is a synthetic fibre sometimes used as a blend with natural fibres.
- It is cheap and durable with good abrasion resistance.
- Rayon velvets and rayon brocades are used as silk substitutes.

Nylon:

- Nylon is extensively used for stretch covers.
- The fibre is knitted and provides greater elasticity.
- This may be blended with wool.
- Nylon fibres are quite tough and abrasion resistant.

Acrylic:

- Acrylic resembles wool in its properties.
- Darlan acrylic is suitable for velvets.
- Acrylics are tough, washable and long lasting.
- They are colour fast and easy to maintain.

Moulded Fabrics:

- They are synthetic material that is produced as continuous sheets instead of fibres.
- They may be used for loose covers and fixed upholstery.

Blended Fabrics:

- Natural and synthetic fibres may be combined to create blends with good qualities and low price.
- Woollen blends are made with wool and rayon or acrylic.
- They have greater resilience, durability and are less expensive.
- Cotton and linen blends are quite common and ideal for loose covers.
- Terrene, rayon and nylon may be blended to provide better abrasion resistance.

- **Brocade:** A multi coloured jacquard pattern cotton, silk, wool or nylon.
- **Brocatelle:** Heavy fabric with raised patterns formed by satin weave on plain background.
- **Chintz:** Patterned cotton fabric with glazed finish.
- **Corduroy:** Weft pile fabric made from cotton or velvet in the form of chords.
- **Cretonne:** Printed cotton or rayon in plain or twill weaves heavier than chintz.
- **Damask:** Self-coloured, satiny fabric with traditional woven floral designs in cotton, linen, silk or synthetic fibres.
- **Denim:** Twill weaves cotton fabric.
- **Gabardine:** Lightweight, closely woven cotton fabric.
- **Lace:** Hand or machine made cotton or nylon open work fabric with designs
- **Net:** Transparent fabric made of cotton or synthetic yarns.
- **Satin:** Soft cotton fabric with a surface sheen.
- **Seersucker:** Crinkled cotton or nylon
- **Taffeta:** Crisp, plain weave fabric with a distinct sheen made of synthetic fibres.
- **Tweed:** Heavy coarsely woven woollen fabric
- **Twill:** Is a diagonal weave cotton fabric.
- **Velvet:** Pile fabric made from cotton as manmade fibres that are very expensive.
- **Voile:** A lightweight fine fabric made from cotton.

91. WHAT IS THE IMPORTANCE OF WOOL?

Benefits of wool fibers are regular. A longitudinal section of the fiber will show only the overlapping outer scales.

- In a cross section of woollen fiber, two distinct layers are noticed. The outer layer consists of overlapping scales and the inner is a continuous rod containing a fluid. the diameter appears
- Wrinkle-resistant. Wool springs back quickly after stretching.
- Resists soiling. Fiber forms complex matting.
- Retains its shape. Resilient fibers return to original size after washing.
- Fire resistant. Fibers do not support combustion.
- Wool is durable. Multi-part fibers resist wear and tear.
- Repels moisture. Fiber sheds water.
- Fabric is comfortable in all seasons. It keeps a layer of air next to the skin.

* Warm in Winter	Non-Allergenic *
* Cool in Summer	Natural *
* Naturally Fire Resistant	Biodegradable *
* Naturally Resistant to Dust Mites	Sustainable *
* Resistant to Mould and Mildew	Renewable *
* Excellent for Allergy Sufferers	Soft *
* Proven to Steady the Heart Rate	Anti-Bacterial *
* Allows for a Deeper Sleep	Odour Resistant *
* Static Resistant	Water Repellant *

92. HOW ARE LIGHT AND WHITE COLORED CLOTHES?

The first step in keeping white clothes white is to sort dirty laundry carefully. Washing white clothes separately will prevent color bleeding and transfer from colored clothes that leave white fabric looking dull.

- Select a detergent that contains optical brighteners. They make fabrics appear whiter. Reduce the amount of laundry detergent. Excess detergent can remain in the fibers and attract soil.

- Follow stain removal guidelines for different fabric types and types of stains. Chlorine bleach can work to whiten, but it may damage fabrics if overused. An oxygen-based bleach is usually safer and can be applied to all washable fabrics except wool and silk.
- Use hot water or the warmest water possible recommended for the fabric, to help remove body oils and grime that can dull the material. Wash on a normal or heavy-duty setting, depending on the severity of the stains or discoloration.



93. WHICH IS BETTER LINEN OR COTTON?

Linen	Cotton
Linen is a comfortable fabric	Comfortable to wear
Absorbs moisture and.	Absorbs water and “breathes”
Dries more quickly	Slow to dry
It does not accumulate static electricity.	Resists static electricity build-up
Linen is quite stiff and wrinkles easily.	Wrinkles easily
Good conductor of heat, resistant to alkalis	Can withstand heat, detergents, and bleach

Comparatively cotton is easy to maintain and cheaper than linen, so cotton is better than Linen.

94. WHY DO WE USE SILK?

- Cultivated silk and wild silk appear different under the microscope.
- Cultivated silk just unreeled from the cocoon is called raw silk.
- After being boiled to remove some of its gum, it is called pure white silk.
- Silk is particularly renowned for its use in making luxury fabrics.
- Silk’s attractive luster and drape makes it suitable for many furnishing applications.
- It is used for upholstery, wall coverings, window treatments (if blended with another fiber), rugs, bedding and wall hangings.
- Silk has a long history in India. It is known as Resham in eastern and north India, and Pattu in southern parts of India.
- India is the second largest producer of silk in the world after China. About 97% of the raw mulberry silk comes from six Indian states, namely, Andhra Pradesh, Karnataka, Jammu and Kashmir, Tamil Nadu, Bihar and West Bengal.
- North Bangalore, the upcoming site of a \$20 million "Silk City" Ramanagara and Mysore, contribute to a majority of silk production in Karnataka.
- India is also the largest consumer of silk in the world. The tradition of wearing silk saris for marriages and other auspicious ceremonies is a custom in Assam and southern parts of India.
- Silk is considered to be a symbol of royalty, and, historically, silk was used primarily by the upper classes.
- Silk garments and saris produced in Kanchipuram, Pochampally, Dharmavaram, Mysore, Arani in the south, Banaras in the north, Bhagalpur and Murshidabad in the east are well recognized.
- In the northeastern state of Assam, three different types of silk are produced, collectively called Assam silk: Muga, Eri and Pat silk. Muga, the golden silk, and Eri are produced by silkworms that are native only to Assam.

95. CAN BLEACH BE PUT DIRECTLY ON A STAIN?

These are chemicals capable of whitening fabrics and removing stains by destroying pigmented Matter. They also disinfect and deodorize.

- Their action of combating yellowing and discoloring is due to a chemical reaction- it is generally oxidation, but may sometime be reduction.
- Safely bleach the top depending on what it’s made of and whether or not it is color fast to bleach. To do this, apply a little of the gel directly to the stain and then immediately wash the top using detergent and Clorox Regular Bleach₂.



- Bleach is the generic name for any chemical product which is used industrially and domestically to clean, to lighten hair color and to remove stains. It often refers, specifically, to a dilute solution of sodium hypochlorite, also called "liquid bleach".

96. WHO COLLECTS AND DELIVERS THE GUEST LAUNDRY?

- Valet/Runner- Valets collect the soiled guest laundry placed by the guest in the laundry bag along with the laundry list. They verify the contents of the laundry bag against the laundry list.
- If they do not match, the guest is requested by the valet to rectify the mistake.
- Valet is responsible for returning the laundry back to the guest according to the guest requests.
- Valet service means that the hotel will take care of the guest's laundry.
- Valet report to the linen room supervisor. They are responsible for collecting soiled guest laundry and delivering fresh guest laundry.
- In few hotels, a valet is not charged with the task of delivering guest laundry only.
- The valet shares a service room with the GRAs; the room is complete with iron and ironing board, needles, cotton and string, shoe cleaning and so on.

97. EXPLAIN HOUSEKEEPING DUTY ROSTER.

Monthly schedules are reflected in Duty roster. Duty rosters specify the allotment of jobs, hours of duty, and days off days for each member of the staff. To make for an even share of duties, the roster should be rotated every five weeks. Duty rosters must be simple in format, easy to interpret, clearly written, and displayed on the staff notice board at least a week in advance. A sample duty roster for GRAs is presented.

98. WHAT IS A SINGLE PIECE OF UNIFORM CALLED AS?

Dungaree was mentioned in the seventeenth century, when it alluded to a cheap, coarse, thick cotton fabric, often shaded blue however sometimes white, worn by devastated individuals in what was then a locale of Bombay, India a dockside village called Dongri.



- Hindi name of this fabric was "Dungri". Dungri was sent out to England and utilized for the manufacturing of cheap, vigorous working garments.
- English started to call "Dungri" cloth somewhat unique, and it progressed toward becoming "dungaree".
- Everyone who needed garments for diligent work that would not tear before long, from labourers to slaves, started to wear dungarees.
- It was utilized for making of utility uniforms in the United States Navy during World War One.
- Dungaree was additionally utilized for working garments of women during that same time.
- It was utilized as a material for sails from which mariners later made their fabric for indistinguishable reasons from above.
- In light of the majority of that, name "dungaree" was beginning to be utilized for texture just as for a thing of the dress (as plural "dungarees").
- They were utilized a similar way as pants garments.
- Dungaree is regularly contrasted with denim, yet there is a distinction.
- While denim is woven from uncolored yarn and just hued in the wake of weaving, dungaree is produced using pre-hued yarn.
- They became elegant in the other portion of the 40s and by the beginning of the 50s, they gained more extensive acknowledgment as casual wear since they are comfortable, simple to wear and pragmatic.
- Today dungarees are made in a wide scope of sizes, colors, fits, and structures.
- They can be tight or baggy, stone-washed and profound indigo, frayed and formal.

99. NAME THE PLANT FROM WHICH LINEN FIBER IS OBTAINED.

Linen- The fiber shows a thick cell wall with a very narrow centre canal, which is visible only under high power magnification.

- This fiber is characterized by peculiar markings known as nodes, which resemble the ridges along a length of bamboo.
- Flax plant - Flax, also known as common flax or linseed, is a member of the genus *Linum* in the family *Linaceae*.
- It is a food and fiber crop cultivated in cooler regions of the world.
- Textiles made from flax are known in the Western countries as linen, and traditionally used for bed sheets, underclothes, and table linen.
- Line is a textile made from the fibers of the flax plant. Linen is laborious to manufacture, but the fiber is very strong, absorbent, and dries faster than cotton.
- Garments made of linen are valued for their exceptional coolness and freshness in hot and humid weather.
- The word linen is of West Germanic origin and cognate to the Latin name for the flax plant, *linum*, and the earlier Greek .
- This word history has given rise to a number of other terms in English, most notably line, from the use of a linen (flax) thread to determine a straight line.
- Many products can be made with linen: aprons, bags, towels, napkins, bed linens, tablecloths, runners, chair covers, and men's and women's wear.
- The collective term "linen" is still often used generically to describe a class of woven or knitted bed, bath, table and kitchen textiles traditionally made of flax-based linen but today made from a variety of fibers.
- The term "linen" refers to lightweight undergarments such as shirts, chemises, waist-shirts, lingerie (a cognate with linen), and detachable shirt collars and cuffs, all of which were historically made almost exclusively out of linen. The inner layer of fine composite cloth garments (as for example dress jackets) was traditionally made of linen, hence the word lining.



100. WHAT IS SPOTTING?

- The specialized function of stain removal carried out by skilled personal called spotters, using appropriate equipment and stain-removal agents.
- Laundries may employ specialists known as 'spotters' who are responsible for stain removal.
- Spotters have in-depth knowledge of fabrics and dyestuffs.
- They know action of various chemicals on stains, Fabrics and dyes.
- They also have the skill and techniques required to handle various chemical and remove strain from different types of fabrics without damaging the material.

101. WHAT IS GUEST REQUEST?

At the time of reservations or during the stay guests may make special requests to make their stay more comfortable. Guest request cannot be made or is against the policy of the hotel.

- While taking a message the following procedure has to be followed:
- Name of the person for whom the message is intended.
- Name of the person leaving the message.
- The contact number of the person leaving the messages.
- Date, Time, and Initials.
- Details of the Guest request / Messages.
- Request forwarded to Staff.
- Status of the request.
- Repeat and confirm the message / request with the guest/caller.
- Pass on the message immediately to the concerned person or department.
- When taking a message, staff member has to ensure to collect accurate and adequate information and pass it on to the appropriate person.
- Follow up with the concerned person and take update on the task until it is completed.

- Water is an inorganic, transparent, tasteless, odorless, and nearly colorless chemical substance, which is the main constituent of Earth's hydrosphere, and the fluids of most living organisms. It is vital for all known forms of life, even though it provides no calories or organic nutrients.
- Its chemical formula is H₂O, meaning that each of its molecules contains one oxygen and two hydrogen atoms, connected by covalent bonds. Water is the name of the liquid state of H₂O at standard ambient temperature and pressure.
- It forms precipitation in the form of rain and aerosols in the form of fog. Clouds are formed from suspended droplets of water and ice, its solid state. When finely divided, crystalline ice may precipitate in the form of snow.
- The gaseous state of water is steam or water vapor. Water moves continually through the water cycle of evaporation, transpiration (evapotranspiration), condensation, precipitation, and runoff, usually reaching the sea.

104. WHAT IS A CALENDARING MACHINE?

These are large presses meant primarily for bed sheets, bedcovers, table-cloths, and similar articles.

- They consist of a series of rollers in pairs, connected by a number of narrow conveyor belts. The speed of the rollers is adjustable.
- The sheet is fed in manually. The lifting of the article is done either manually or pneumatically. The sheets can also be folded automatically in some calendars, which are fitted with an additional gadget for the purpose.
- A machine with rollers for the ironing of cloth. It is used in institutional and commercial laundries for ironing Bed sheets and other flat articles.



105. EXPLAIN DRY CLEANING?

- This is the cleaning of fabrics in a substantially non-aqueous medium. In dry cleaning, dry powders and liquids such as perchloro ethylene, benzene etc are used to remove stains .
- Unlike laundering, dry cleaning does not cause swelling of the fibers and thus does not lead to shrinkage, wrinkles and bleeding of colors

Advantages of dry cleaning

- Dry cleaning suits all fabrics
- Causes no shrinkage
- Does not flatten the pile of fabric such as velvet
- Finishes are retained even after dry cleaning
- Colors do not bleed
- Stains are easily removed

Disadvantages

- Expensive
- dry cleaning solvents are harmful to health if inhaled
- after dry cleaning a certain unpleasant smell is retained

Process of dry cleaning:

- Marking- Every article is marked individually to facilitate identification
- Sorting-Garments are sorted into:
 - White and light coloured clothes
 - Dark coloured clothes
 - White and light coloured woolens
 - Dark coloured woolens
 - Drapery and furniture covers
 - Rain clothes
 - Application of absorbents

Absorbents are applied to remove grease spots from all kinds of materials. The common absorbents used are starch, powdered magnesia, French chalk, fuller's earth, bran etc

- Pre spotting
Pre spotters are applied using a spotting gun, which uses compressed air to help spray the solvent on to the stain or a heavily soiled area. Solvents such as amyl acetate, emulsifying agents and enzymes are used for pre spotting.
- Cleaning
Clothes are loaded to the dry cleaning cylinder. Very delicate clothes are placed in a net bag. An appropriate solvent is circulated through the clothes. The contact time of the clothes with the solvent and the rinsed time may vary. Immersion and agitation of the garments in the solvent takes place, loosening the soil and dissolving it.
- Extraction
Excess solvent is removed from the garments by centrifugal action in a revolving perforated cylinder
- Drying
After extraction, the garments are dried; temperature is controlled and kept around 70 degree centigrade.
- Filtering and distillation of the solvents
Solvents are expensive and therefore filtered out distilled and reused

106. WHAT IS A COMMERCIAL LAUNDRY?

The laundry can be defined as a place where the washing and finishing of clothes and other washable articles are carried out.

- A room in a house, hotel, or institution where clothes and linen can be washed and ironed.
- Laundry refers to the washing of clothing and other textiles.
- Laundry processes are often done in a room reserved for that purpose; in an individual home this is referred to as a laundry room, Laundry in Australian English or utility room. An apartment building or student hall of residence may have a shared laundry facility.
- A stand-alone business is referred to as a self-service laundry .
- The material that is being washed, or has been laundered, is also generally referred to as laundry

Types of laundries:

ON PREMISES LAUNDRY

- Minimum par stock is required.
- Quality is maintained.
- Emergency situation can be handled comfortably.
- Linen last longer – Durability.
- Minimum chances of misusing linen.
- There is less loss of linen.
- Discards will be the least.
- Worn items can be reused as needed.
- Revenue through guest laundry.
- Economizing the expenses on hotel linen.
- Service is quick. Saves lot of time.
- There is no delay of collection or delivery.
- Least anxiety or delay in work in getting the rooms ready.
- It's an additional requirement to fulfill the classification service.
- Stock control will be at its best.

OFF - PREMISES LAUNDRY

- Less capital outlay is required. Only linen is purchased, no machines or space for equipment are needed.
- The type of linen preferred is bought by the establishment rather than stereotype provided by linen hire.
- Only part-time help may be necessary for sorting, packing, inspection and mending.
- Floor space is fully used for business purpose rather than laundry machines.

- There is less control over washing methods by management when linen is sent elsewhere.
- Many older laundries find synthetic fabrics a problem.
- A greater stock of linen may be needed to cope with delays, holidays and shut downs.

107. WHAT ARE LAUNDRY AIDS?

Laundry aids are the material used to improve laundering results or to accomplish specific function or effects.

- The important laundry agents or aids are water, laundry soaps and detergents stiffening agents, bleaches, alkaline agents, acid agents, organic solvent, and absorbents.
- The laundry cleaning products market also include various types of laundry cleaning aids that include fabric softeners, enzymes, conditioning agents, dry-cleaning fluids, brightening agents, and more.
- Laundry aids help and contribute to the cleaning action of laundry detergents and offer special functions and benefits.

108. WHAT IS A STAIN?

- A stain is a spot or localizes discoloration left on fabric by reaction with or absorption of a foreign substance.
- Stain removal or spot-cleaning is a skill that demands special attention, specific technique, and removal or spot cleaning.
- The two main factors to be borne in mind while attempting to removal a stain are-
 - The composition and color of the fabric.
 - The nature and age of the stain.
- A stain is a discoloration that can be clearly distinguished from the surface, material, or medium it is found upon.
- They are caused by the chemical or physical interaction of two dissimilar materials. Staining is used for biochemical research, metal staining, and art (e.g., wood staining, stained glass).



109. WHAT IS WEAVING?

This is the most widely used method of fabric construction. Weaving is carried out on a loom where two or more sets of yarns are interlaced at right angles. The lengthwise yarns are called warp and the crosswise yarns are known as weft.

- Weaving is a method of textile production in which two distinct sets of yarns or threads are interlaced at right angles to form a fabric or cloth.
- Other methods are knitting, crocheting, felting, and braiding or plaiting. The longitudinal threads are called the warp and the lateral threads are the weft or filling.
- The way the warp and filling threads interlace with each other is called the weave. The majority of woven products are created with one of three basic weaves: plain weave, satin weave, or twill.
- Woven cloth can be plain (in one color or a simple pattern), or can be woven in decorative or artistic design.
- In general, weaving involves using a loom to interlace two sets of threads at right angles to each other: the warp which runs longitudinally and the weft (older woof) that crosses it. One warp thread is called an end and one weft thread is called a pick. The warp threads are held taut and in parallel to each other, typically in a loom. There are many types of looms.
- Weaving can be summarized as a repetition of these three actions, also called the primary motions of the loom.
- Shedding: where the warp threads (ends) are separated by raising or lowering held frames (heddles) to form a clear space where the pick can pass
- Picking: where the weft or pick is propelled across the loom by hand, an air-jet, a rapier or a shuttle
- Beating-up or battening: where the weft is pushed up against the fell of the cloth by the reed.

110. WHAT IS YARN?

Textile fibers must first be made into yarn. The ways in which the fibers are brought together creates the variety of yarns available for use in fabric construction.

- The term yarn can be define as a continuous strand made of textile filaments or materials in a form suitable for weaving, knitting and other method of fabric construction.
- Yarn is a long continuous length of interlocked fibers, suitable for use in the production of textiles, sewing, crocheting, knitting, weaving, embroidery, or rope making.
- Thread is a type of yarn intended for sewing by hand or machine. Embroidery threads are yarns specifically designed for needlework.

111. WHAT IS FIBRE?

- All the fiber used in making fabrics was obtained from natural sources, mostly plants. Many manmade fibers have been created.
- Fibers are classified according to their source, length and content. The classification of fibers is depicted.
- A fiber is the smallest visible unit of any textile product.
- Fibers are flexible and may be spun into yarn and made into fabrics.
- Fibers naturally occur in both plants and animals.
- More than half of the fibers produced are natural fibers. Natural fibers include cotton, hair, fur, silk, and wool.

112. CLASSIFY LAUNDRY CHEMICALS

Laundry aids are the material used to improve laundering results or to accomplish specific function or effects.

- The important laundry agents or aids are water, laundry soaps and detergents stiffening agents, bleaches, alkaline agents, acid agents, organic solvent, and absorbents.
- Bleaches- Bleach is the generic name for any chemical product which is used industrially and domestically to clean, to lighten and to remove stains. It often refers, specifically, to a dilute solution of sodium hypochlorite, also called "liquid bleach". Used for stains not removed during the wash cycle, and also for whitening and brightening clothing. Available in two general types. Two types of bleaches (chlorine and oxygen) are available in the market as laundry cleaning aids that are used to help remove stubborn stains and whiten and brighten fabrics. Bleaches convert the soils into colorless, soluble particles, which can be removed by detergents and carried away in the wash water. Liquid chlorine bleach (generally in a sodium hypochlorite solution) can also be used to disinfect and deodorize fabrics. Oxygen bleaches are color-safe and gentle and have found to be safe on almost all-washable fabrics



- Enzymes Presoaks – Enzyme presoaks are used for soaking items before washing to help remove difficult soils and stains. When added to the wash water, enzyme presoaks improve the cleaning performance of detergents.
- Fabric Softeners- Fabric softeners are laundry-cleaning aids that are added to the final rinse or dryer to make fabrics softer and fluffier. Fabric softeners reduce the static cling, drying and wrinkling time and make ironing easier.



- Common Stain removers- Used to pre-treat heavily stained and soiled garments. These cleaning aids have found to be especially effective on synthetic fibers.
- Builders- Builders (also called chelating or sequestering agents) are water softeners. Hard water contains calcium, magnesium, and metallic cat ions (iron, copper, and manganese). These cat ions react with surfactant anions to form insoluble compounds (metallic or lime soaps) which precipitate onto fabrics and washing machines and which are difficult to remove. Builders remove the hard water ions through precipitation, chelating, or ion exchange. In addition, they help remove soil by dispersion. In most European regions, the water is hard. So the builders are used to give bulk to the detergents.

- Starches- These are laundry cleaning aids that are used in the final rinse to make the fabrics more soil-resistant and make ironing easier.



113. CLASSIFY STAINS

- A stain is a spot or localizes discoloration left on fabric by reaction with or absorption of a foreign substance.
- Stain removal or spot- cleaning is a skill that demands special attention, specific technique, and removal or spot cleaning.
- The two main factor to be borne in mind while attempting to removal a stain are-
- The composition and color of the fabric.
- The nature and age of the stain.

Protein stains	Tannin stains	Oil stains	Dye stains	Combination Stains
Baby food Milk Baby formula Mucous Blood Cheese sauce Mud Cream Pudding Egg Urine Feces Vomit Gelatin White glue; school paste Ice cream	Alcoholic beverages Beer Berries (cranberries, raspberries, strawberries) Coffee Cologne Felt-tip water color pen or washable ink Fruit juice (apple, grape, orange) Soft drinks Tea Tomato juice	Automotive oil Hair oil Bacon fat Hand lotion Butter/margarine Lard Car door grease Mayonnaise Collar/cuff,greasy rings Salad dressing Cooking fats and oils Suntan oil or lotion Face creams	Cherry, blueberry Colour bleeding in wash (dye transfer) Felt-tip pen (permanent ink-may not come out) Grass India ink Kool-Aid Mercurio-chrome Mustard Tempera paint	Group-A Ball-point ink Candle wax Carbon paper Carbon typewriter ribbon Crayon Eye make-up (mascara, pencil, liner, shadow) Floor wax Furniture polish Lipstick Livestock paint Pine resin Shoe polish Tar Group-B Barbecue sauce Calomine lotion Catsup or tomato sauce Cocoa or chocolate Face make-up (powder, rouge, foundation) Gravy Hair spray

114. LIPSTICK STAIN IS REMOVED BY _____

Glycerin- Glycerin. TCC's Glycerin or glycerol is a simple polygon compound. It is a sweet tasting, colorless, odorless, nontoxic, viscous liquid that is widely used in pharmaceutical formulations.

Glycerol has three hydroxyl groups that are responsible for its solubility in water and its hygroscopic nature.

115. NAIL POLISH STAIN IS REMOVED BY?

- Acetone- Acetone, is the organic compound with the formula $(CH_3)_2CO$. It is a colorless, volatile, flammable liquid and is the simplest and smallest ketone.
- Acetone is miscible with water and serves as an important solvent in its own right, typically for cleaning purposes in laboratories.

116. STAIN REMOVER FOR GRASS STAIN IS?

- Methylated spirit- Methylated spirit (CH_3OH) contains solvents which help to lift off the green pigmentation left by the grass.
- To use, apply a small amount to a clean sponge and dab it across the stain, if required bleach and launder.

117. WATER IS ALSO CALLED AS _____

- Water is the most basic components of all life on earth.
- The enrichment of water with chemical and waste has become a universal problem.

- Water is also called as Universal solvent- Water is capable of dissolving a variety of different substances, which is why it is such a good solvent and, water is called the "universal solvent" because it dissolves more substances than any other liquid.
- This allows the water molecule to become attracted to many other different types of molecules.

118. HEAD OF A DETERGENT MOLECULE IS CALLED AS _____

- Soap free detergents have properties similar to soap such as foaming, wetting and cleaning but they are able to make soluble salts out of the calcium, magnesium and other metal salts act by lowering the surface tension which in turn helps the detergent solution to penetrate grease and dirt on the fabric.
- Hydrophilic heads at the other end from the grease molecules are attracted to water.
- Most of the surfactant now carry a mild charge, that is, ionize and repel each other.
- The head of the molecule is attracted to water (hydrophilic) and the tail is attracted to grease and dirt (hydrophobic).

119. TAIL OF A DETERGENT MOLECULE IS CALLED AS _____

- Hydrophobic- Hydrophilic heads at the other end from the grease molecules are attracted to water.
- Most of the surfactant now carry a mild charge, that is, ionize and repel each other.

120. SURFACTANT IS _____ + _____

Surf + actant- the surfactant now carry a mild charge, that is, ionize and repel each other.

121. DETERGENT IS _____ + _____

Deter+ agent- These are cleaning agents that, when used in conjunction with water, loosen and remove dirt and then hold it in suspension so that the dirt is not re- deposit on the cleaned surface.

122. WHAT ARE BUILDERS?

- These give bulk to the detergent. A builder is a compound that has no surface active properties
- But increase the efficiency of the detergent.
- They are added to facilitate better handling and dilution.
- In case of liquid detergent, the dilutants can be water, in the case of powders, sodium sulphate is used.
- These are the laundry agents that build up lather in the detergent.
- Detergent Builders. Detergent builders are materials, which can be used to bind cat ions (mainly calcium, Ca^{2+} , and magnesium Mg^{2+}) contained in wash solutions that results in water softening.
- Builders enhance the quality of the water, thereby making the detergents work in a more effective and efficient manner.

123. WHAT IS THE DIFFERENCE BETWEEN YARN AND THREAD?

- Yarns are threads like structures made by twisting together several staple fibres or filament fibers.
- It is yarn which is used for weaving or knitting textile.
- Yarn made from various types of textile fiber is wide used to weaving, rope making, wire making, knitting and embroidery.



- Yarn is classified into staple yarn and continuous filament. Based on different materials, yarn can be classified into mono-fiber yarn and blended yarn.
- Thread is a tightly twisted strand of two or more yarn.
- It is used for hand sewing and sewing machines at home.
- 95% of sewing threads are used in commercial and industrial sewing.

- Thread is a tightly twisted strand of two or more yarn. It is used for hand sewing and sewing machines at home.
- 95% of sewing threads are used in commercial and industrial sewing.

124. WHAT ARE THE DIFFERENT TYPES OF COTTON AVAILABLE?

The different types of cotton are:

Asiatic Cotton- India, China and other Eastern regions produce this kind of cotton. It has coarse fibers and much fitted to make coarse clothes, blankets, filters, padding materials, etc.

Egyptian Cotton- Egyptian cotton is very fine cotton having long and thinner fibers. Egyptian cotton is vastly used to make cushion covers, bed sheets, curtains, etc. The cotton comes in light brown color and popular for strong yarns.

Canton Cotton- Canton cotton is generally used to make winter clothes such as sweaters, blankets and other heavy nature clothing. Canton Cotton is soft, strong, and difficult to pull apart. Canton cotton is the most popular cotton to make suitable clothing.

Sea Island Cotton- Sea Island cotton is one of the expensive cotton fabrics because it takes a lot of efforts and cost for its growth and processing. It is one of the finest cotton among all of the cotton. It can be mixed with silk.

American Upland Cotton- American Upland cotton is less expensive cotton and is one of the most used cotton as well. This cotton has an extremely versatile nature hence it is used for making several other fabrics. It is used to make expensive denims and shirts.

Organic Cotton- Organic cotton is usually harder than the normal cotton. It is usually not available in retail shops. The fabrics made from Organic cotton are not easily available. Organic cotton is free from any chemicals and pesticides that are used in the production of other cottons to increase the growth. The clothes made out of this organic cotton never release the harmful chemicals to the environment as the other materials are used to.

Pima Cotton- Pima cotton has smooth and long fibers hence it is in the category of Extra Long Staple (ELS) types of cotton. In terms of quality, it is soft, strong, having durable material similar to Egyptian cotton. These qualities make it one of the most popular cotton types to be used for clothing, bed sheets, cushions and towels.

French Terry Cotton- French Terry cotton type is much heavier cotton than normal cotton twill. However, it is little lighter than Canton cotton. It is a soft cotton type with a short nap.

Bamboo Cotton- Bamboo cotton is half organic and very soft cotton material. To manufacture the fabrics and clothes, manufacturers use crushed bamboo mixture along with the organic cotton. Like Organic cotton, Bamboo cotton is a chemical free material and all-natural like Organic cotton. It is the best choice for skin and the environment.

125. WHAT IS HABUTAE?

- A thin, soft, durable Japanese silk, used in the manufacture of garments. Habutae or Habotai (from the Japanese Habutae literally "feather-two-layer") is one of the most basic plain weaves of silk fabric. While it was traditionally woven in Japan, most Habutai is today woven in China. It is normally a lining silk but can also be used for T-shirts, lampshades, summer blouses or very light lingerie. It is quite easy to dye and can be found in many stores.
- Like other kinds of silks, Habutai comes in a variety of weights/ thicknesses which is measured in mommes (abbreviated mm). A lightweight and sheer Habutai silk might be 8 mommes ("8mm"); a 16mm Habutai is considered quite thick.
- Habutai is a lightweight, shimmering material once used mainly for making silk kimonos. It is sheer and often has an ivory color.

126. EXPLAIN THE FUNDAMENTAL PRINCIPLE OF KNITTING?

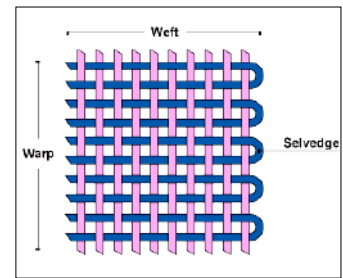
Knitting is a method by which thread or yarn may be turned into cloth or other fine crafts. Knitted fabric consists of consecutive loops, called stitches. As each row progresses, a new loop is pulled through an existing loop. The active stitches are held on a needle until another loop can be passed through them. This process eventually results in a final product, often a garment.

Type of Knitting Stitches

In textile knitting, there are two types of stitch used by the manufacturer to produce a knitted product. Warp Knitted and Weft Knitted stitches. Each of them has different properties in terms of advantages & disadvantages, and also the ways of production process.

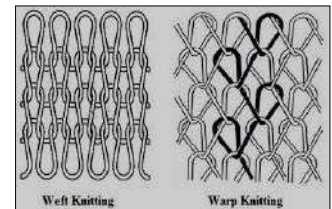
Weft Knit Stitches

It is the most common types used by the manufacturer in produce textile knitted products such as Shirts and Socks. In terms of color patterning, weft knit may be knitted with multiple yarns to produce interesting pattern design. There are few types or technique to produce weft knit structure, Single Jersey, Purl, and Rib are some of the technique that been used to produce weft knitted structure.



127. WHAT ARE THREE BASIC STITCHES IN WEFT KNITTING?

- The crosswise yarns in a fabric are called weft yarns, filling yarns or picks.
- There are four fundamental stitches forming the diversity of weft knits: knit stitch, purl stitch, float stitch and tuck stitch. The three basic single weft knits are Jersey, Rib and Purl, which are composed of all knit stitches or of knit and purl stitch.



128. WHAT IS THE SCIENTIFIC NAME OF SILKWORM?

- Bombyx mori- silk is produced by silkworms as they spin their cocoons.
- The finest quality of raw silk comes from the cocoon of the Bombyx mori, a type of silkworm.

129. HOW MANY FIBERS CAN EACH COTTON SEED YIELD?

Cotton bush has been cultivated from more than 5,000 years.

- Cotton has emerged as the most important textile fiber in the world.
- An average boll will contain nearly 500,000 fibers of cotton and each plant may bear up to 100 bolls.
- Seeds are separated from the cotton and the cotton is cleaned at the cotton gin.



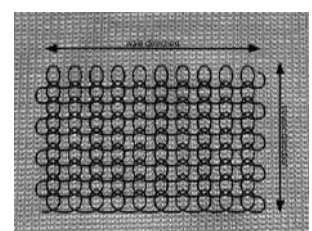
130. EXPLAIN WHAT IS TUFTING?

- Tufted fabrics are produced by inserting threads into the surface of the fabrics. These threads may be cut or left intact.
- Tufting is a type of textile weaving in which a thread is inserted on a primary base. It is an ancient technique for making warm garments, especially mittens.
- The ends of the tuft yarns are then frayed, so that they will subsequently felt, creating a dense, insulating layer within the knitted garment.



131. HOW WOVEN FABRICS ARE MADE?

- Woven fabric is any textile formed by weaving.
- Woven fabrics are often created on a loom, and made of many threads woven on a warp and a weft.
- Woven fabric only stretches diagonally on the bias directions (between the warp and weft directions), unless the threads used are elastic. Woven fabric cloth usually frays at the edges, unless techniques are used to counter it, such as the use of pinking shears or hemming.
- Fabrics that are woven do not stretch as easily as knitted fabrics, which can make them advantageous for many uses.



132. HOW NON-WOVEN FABRICS ARE MADE?

Nonwoven fabrics are broadly defined as sheet or web structures bonded together by entangling fiber or filaments (and by perforating films) mechanically, thermally or chemically.

- They are flat or tufted porous sheets that are made directly from separate fibers, molten plastic or plastic film.
- The four main and most common types of non-woven products are:
- Spun bound/Spun lace.
- Air laid.
- Dry laid.
- Wet laid.



133. PERC, A MAIN PRODUCT USED IN DRY CLEANING, IS SHORT FOR_____

- Perchloroethylene, also known as tetrachloroethylene, is the most widely used dry cleaning solvent.
- PCE or perc for short is not only a chlorinated hydrocarbon used primarily by the dry cleaning industry, but it's also used as a metal degreaser in industrial cleaning.

134. WHAT IS THE SOLVENT USED FOR BALL POINT BLUE INK STAIN?

Stain is a spot or localized discoloration left on fabric by reaction with all absorption and foreign substance. Stain removal or spot cleaning is a skill that demands special attention, long experience.

Identification of stain:

Color- Blue

Texture- by touching the surface

Odor- smell

Classification of the stain:

Combination stain- Group A

Aim:

To treat Ink stain on the fabric

Chemical required:

Methyl Alcohol spirit, detergent bar and bleach

Equipment used:

Cotton wool, padding cloth, hand scrubber, bowl, sink and fresh water

Procedure:

- Protect self by adequate clothing
- Always work in a well ventilated area
- Wear hand gloves, head gear and mask
- Lay the stained material open on the padded cloth
- Dip cotton wool in the spirit, rub outside in on the stain
- Wait till spirit evaporated from material
- Check for the intensity of stain removal
- Repeat the process if stain is still visible

Tip- an old ball point ink stain can be treated in glycerin to soften the stain

Precautions:

- Never inhale chemicals
- Never work in low light
- Never use excess chemicals
- Always close lid of chemical containers when not in use.

135. STAINS OF RUST ON CLOTHES CAN BE REMOVED BY:

Introduction:

A stain is a spot or localized discoloration left on fabric by reaction with all absorption and foreign substance. Stain removal or spot cleaning is a skill that demands special attention, long experience.

Identification of stain:

Color- Tan brown

Texture- by touching the surface

Odor- smell

Classification of the stain:

Combination stain- Not specific, to be treated as old blood stain/Coffee

Aim:

To treat rust stain on the fabric

Chemical required:

Rustsol/Oxalic acid

Equipment used:

Cotton wool, padding cloth, hand scrubber, bowl, sink and fresh water

Procedure:

- Protect self by adequate clothing
- Always work in a well ventilated area
- Wear hand gloves, head gear and mask
- Lay the stained material open on the padded cloth
- Dip cotton wool in the spirit, rub outside in on the stain
- Wait till spirit evaporated from material
- Check for the intensity of stain removal
- Repeat the process if stain is still visible

Tip- an old ball point ink stain can be treated in glycerin to soften the stain

Precautions:

- Never inhale chemicals
- Never work in low light
- Never use excess chemicals
- Always close lid of chemical containers when not in use.

136. NAME THREE SOLVENTS USED IN DRY-CLEANING?

Perchloroethylene- also known as perc, Perchloroethylene, also known as Tetrachloroethylene, the most widely used dry cleaning solvent is a colorless, nonflammable liquid solvent with a sweet, ether-like odor. It is primarily used in industrial settings and also for dry-cleaning fabrics and degreasing metals.

- Glycol ethers- Glycol ethers are a group of solvents based on alkyl ethers of ethylene glycol or propylene glycol commonly used in paints and cleaners. These solvents typically have a higher boiling point, together with the favorable solvent properties of lower-molecular weight ethers and alcohols.
- Hydro carbon- A hydrocarbon is an organic chemical compound composed exclusively of hydrogen and carbon atoms. Hydrocarbon molecules naturally occur and are found in crude oil, natural gas, coal and other important sources of energy.

137. WHAT ARE REGENERATED FIBRES?

- These are made from substance retrieved from natural sources, which are then converted into fiber form.
- Regenerated fiber is created by dissolving the cellulose area of plant fiber in chemicals and making it into fiber again (by viscose method).
- Since it consists of cellulose like cotton and hemp, it is also called "Regenerated cellulose fiber."
- Fiber is a natural or synthetic substance that is significantly longer than it is wide.

- Fibers are often used in the manufacture of other materials.
- The strongest engineering materials often incorporate fibers, for example carbon fiber and ultra-high-molecular-weight polyethylene.

138. WHAT IS LAUNDRY CYCLE?

- **Collect Dirty Linen** – Collect the dirty linen from various sections in the hotel such as guest rooms, guest bathrooms, and dining area. Put the soiled linen separately. The principle is, whatever linen it is, it must not hang over the edge of the collection basket. Transfer the collected linen to the laundry department.
- **Sort the Linen** – Segregate the linen carefully according to type of fabric, domain of item use, degree of soiling, and type of soiling. Keep the staff uniforms, guest room and bathroom linen, dining area linen, butchery aprons, and guests' personal clothes all separately. Always handle the linen using gloves.
- **Pre-treat the Stains** – before the putting the linen into the washer, inspect it for stains such as grease or oil. Remove the stains using stain cleaning chemicals. If instructed before, use detergents and cleaning chemicals at the time of washing only, to save the time and efforts.
- **Wash/Extract the Linen** – Put the linen into washers. Weigh the linen before washing process to ensure the washers are not overloaded.
- The housekeeping staff needs to handle many washers and dryers depending on the size of hotel and occupancy of rooms. Set the automatic washers to different wash cycles depending upon the type of linen. For example, embroidered pillow covers need soft wash cycle and the curtains need harder wash cycles.
- The following wash cycle is most effective –



Soak → Flush → Suds → Bleach → Rinse → Extract → Starch

- **Remove as much as possible water content from the linen** by using extractors. The linen are then starched to make it little stiff and shiny.
- **Dry the Linen** – Put the linen into dryers for removing any moisture still left. Be careful while transferring the linen from washers to dryers because the weight of the linen increases after washing. Use automatic dryer that provides drying by hot air blows. The lint comes off from the linen surface in the process of drying yielding a finished surface. These dryers operate on less electricity and yield fresh and completely dry linen.
- **Iron/Repair the Linen** – At this stage, check the linen for any wear and tear. Separate the worn out linen to be given to the tailor. Some linen such as towels, bed linen, and dining area linen require Ironing. Pass these linen through the ironer. Hand-iron a few linen such as uniforms.
- **Fold and Stack the Linen** – Automatic folding and stacking machines come to the aid of housekeeping staff to save them from the large effort of folding and stacking the linen accurately. Some sort of linen such as staff uniforms and guest personal clothes still need manual efforts for folding. Operate the folding/stacking machines that ascertain finished appearance and makes the linen easy for storage and handling.
- **Deliver the Linen** – Transport the ready laundered linen to the uniform room and linen room. Send the linen that need repair to the tailor room. Then subsequently deliver the linen at the time of keeping and cleaning the various premises such as guest rooms, dining area, and banquet halls.

139. WHAT IS THE MELTING POINT OF POLYESTER?

250°C.

140. WHAT IS THE MELTING POINT OF NYLON?

214°C

141. WHAT IS THE MELTING POINT OF SILK?

225°C

142. THE FIRST STEP IN FLOWER ARRANGING IS TO CUT FLOWERS

- Cut flowers are flowers or flower buds (often with some stem and leaf).
- Typical uses are in vase displays, wreaths and garlands.
- Early morning is the ideal time to cut fresh flowers.
- The flowers have had the benefit of cool night air and morning dew.
- Their stems are filled with water and carbohydrates and so are firm to the touch.
- As the day warms up, flowers gradually dehydrate



143. THE DIFFERENT STYLE OF FLOWER ARRANGEMENTS BASED ON ANGLE ARE

- Round,
- Facing,
- Triangle

The round model

- At least eight flowers are needed for the periphery.
- Wedge four flowers of equal length through the grill diagonally across each other. Along the same lines, insert four slightly shorter flowers.
- Long and short pairs serve to give you guidance for creating 'movement' in the arrangement.
- If it is for a sit-down dining table, the central line should not be more than nine inches high so that it does not obstruct the vision of those sitting across the table.



Facing arrangement:

- Begin by fixing the first pair of flowers between the gaps in the center.
- Use heavier flowers or full blown blooms for the depth.
- Buds or feathery material for the longer lengths, working within the framework of the symmetrical round, fillers can be worked in similarly.
- The longer the lengths of your peripheral lines and central line, the more flowers you will require for the arrangement.



- The triangular shape
- Begin by first fixing the central line.
- Next, insert lines each about three-fourths the length of the main line, so that they lie horizontally over the rim of the vase on either side of an imaginary triangle.
- Insert two more lines this time short, and of unequal lengths
- Make your material descend; fix it outward, the slant being more distinct with each line.
- Also ensure that the material is kept short working towards the focus.



144. THE THREE MAJOR IKEBANA STYLES ARE, AND

- Nagerie
- Moribana
- Hanamai.

Nagerie

- The legend states that a Samurai, bored on a hot summer day, threw plant material into the small opening of a tall, deep vase on the opposite corner of the room. Thus this style received its name.
- This form utilizes fresh and spontaneous designs that adhere only loosely to the classical principles of triangular structure and color harmony
- The Nageire school of natural-looking, free-standing arrangements



which are a simplified version of the older, oversized and formal Rikka style used in temples.

Moribana

- Unshin Ohara founded the Ohara School in the middle years of the Meiji Period, when Japan opened itself to the influence of Western culture.
- He created the Moribana Style, which later led to the School's introduction of the Landscape Arrangement.
- His arrangements were suitable not only for the Tokonoma alcove of traditional Japanese architecture, but for the new Western-style rooms of the period, such as drawing rooms and entrance halls.
- Furthermore, he originated a new style of ikebana that gave full play to the creativity of the arranger.
- The new style was called Moribana.
Moribana was subsequently adopted by most other ikebana schools and has now become the mainstream of the entire ikebana world.
- Thus, Moribana, originated by Unshin, became the forerunner of all modern ikebana.
- Compared with the vertical or standing styles of ikebana of the past, in Moribana, flowers are "piled up" (moru) in flat plate-like containers. Most works of Moribana use containers called suiban.



Hanamai

- There is no distinction between main material and auxiliary materials in Hanamai
- Compared with the set floral styles of the Ohara School, Hanamai does not have fixed rules as to the length of stems. In fact, there are no rules governing the size, angle, or direction of materials.
- To capture the sculptural beauty of the materials, themselves leads naturally to the expression of three-dimensional beauty in Hanamai.
- Therefore, it is necessary to take a flexible approach and develop a good eye for the colors, forms, and textures of the materials.
- Different materials may approach, touch, overlap, mix, or interlace with each other to create beauty through contrast or through harmony.
- The basic standard is to use two materials, while three materials would be the limit.



145. FLOWER ARRANGEMENT CAN BE KEPT LONG LASTING BY CONDITIONING.

- Flower or leaf cut from a plant has a short, though beautiful, life.
- It is possible to prolong this for a little while by a few methods.
- Flower arrangers use the term 'conditioning' to refer to the preparation of cut plant materials for a long life, the filling of stems with water, and prevention of wilting.
- To revive wilting flowers, snip off half an inch of the stem underwater and plunge in a deep container of water. Dead flowers should be cut off.
- Re-cut any stem that has been left out of water, do this underwater.
- If possible remove about 2 inches of the stem.
- To reduce underwater decay, strip the stems of all foliage and thorns that fall below the waterline.
- Prolong the freshness of the arrangement by spraying with lukewarm water from a mister morning and night.
- Change the water every day if the arrangement is meant to last a while.
- Never use chilled water, as cut stems fare best in warm water of about 45 degree Celsius.



- Listerine, ammonia, charcoal, salt, lemonade, sugar, camphor, and Aspirin should be added in small amounts to the water, or commercial cut-flower preservatives slow down bacterial growth, thus prolonging the life of flowers.



- Use clean containers to prevent premature fouling and bacterial growth.
- Do not use aluminum containers for flowers.



- Every 3 days, re-cut the stems, clean the vase, completely replace the water



- Add more preservative.



146. IN FLOWER ARRANGEMENT, BALANCE MEANS ALL SIDES EQUAL

BALANCE –

In balance physical as well as visual balance is considered.

SYMMETRY and ASYMMETRY:

This refers to the outline or the shape of the design.

If design is symmetrical, then its shape is exactly the same on either side of the centre.

If asymmetrical design, then shapes are dissimilar

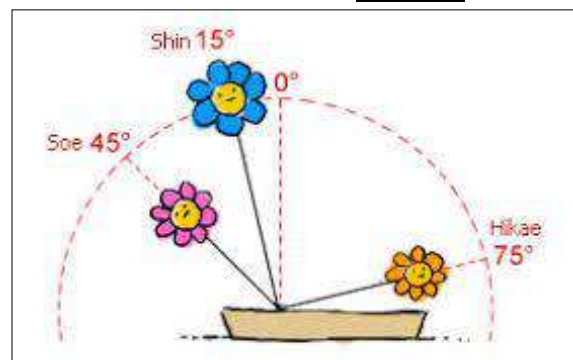
and balance depends on the eye being attracted to both sides of the design equally by the use of different colors, shapes and textures.



147. RULES OF IKEBANA WERE LAID DOWN IN COUNTRY OF JAPAN.

IKEBANA (Japanese/ Oriental flower arrangement): the word literally means 'making flowers live' in Japanese.

- This Japanese style has been practiced for thousands of years.
- These arrangements are more than an aesthetic grouping of plant materials.
- They are symbolic representations of an ideal harmony that exists between earthly and eternal life. In each arrangement, there is an imaginary triangle.



- Its tallest line represents 'heaven'. Facing and looking towards heaven is 'man'. The lowest line, looking up to both, is 'earth'.
- In Ikebana arrangements, Heaven, man and earth are represented by means of three main branches. Shin, the main spray, is the tallest and symbolizes heaven; it ends to the central axis of the vase. This stem should be 1 1/2 to 2 1/2 times the height of the container. See, the second highest stem, represents man. It provides width to the arrangement and is about three-fourth the height of the tallest spray. This stem forms an angle of about 45 degree with the rim of the container. Hikae, the lowest spray, denotes earth. This branch is about half as tall as the one signifying man and extends very little beyond the diameter of the container,

forming an angle of about 115 degrees with the rim of the container. It is placed opposite the branch signifying man and is used to balance the arrangement.

- The Japanese use tall vases as well as low bowls.
- They always use an odd number of flowers, as they believe that odd numbers are lucky as well as more aesthetic. Thus, in all arrangements, three, five, or seven flower sprays are used.
- There is no overcrowding and all the plant materials are seen as separate units, but as a part of the whole.
- There are various schools of oriental flower arrangement.
- OHARA School is the most popular one. In this school-
- When a flat or low container is used, it is called a Moribana style. Moribana is an informal arrangement in a shallow container in which a pin-holder is used as mechanics. Landscapes are portrayed or large, colorful flowers are displayed.
- When a tall vase without a pin-holder is used, the arrangement is said to be in the Hikae style.
- A formal arrangement, basically a triangular one is called the Seika style which has strict rules governing the lengths and angles of the stems.
- A floating arrangement is called ukibana.
- A basket arrangement is Morimano.
- A classical arrangement in a tall cylindrical vase with a flowing and natural effect is called Nagerie.



148. FLORAL FOAM, PIN HOLDER AND CHICKEN WIRE ARE THE MECHANIC FORMS

➤ Floral foam

- It soaks up water like a sponge and acts both as a preservative to prolong the life of the flowers and a support to hold them in place.
- The foam's structure is similar to that of plants and has capillary action to move water to the surface and up the stem.
- It is often green, but is also available in many other colors, such as purple, red, yellow, and brown. It usually is supplied in a brick shape, but can be bought in spherical shapes.
- Oasis can be bought wholesale or in arts and craft and gardening stores, particularly ones that feature large faux flower collections for creating artificial arrangements.



➤ Pin holder/Kenzan

- It is similar to floral frogs, must be used in conjunction with the containers to allow flowers and branches to be placed in upright and angled positions.
- Pin-Holders for Flower Arrangements known as Kenzan in Japan, pin-holders are ancient stem-holders brought up to date.
- They come in many sizes and shapes, including minute examples for miniature arrangements or for holding a single flower.



➤ Chicken wire

- It is considered as best mechanical support
- After few uses it should be replaced with a new one, as rust formation starts.



149. BROWN/GREY IS THE COLOR OF FOAM WHICH IS USED FOR DRY ARRANGEMENTS.

Density is slightly more, less/no absorbency of water.

- It comes in various shapes and forms
- Floral foam is made up of polyurethane (foam rubber), XPS foam, Polystyrene, Phenolic.



150. THE EQUIPMENT USED TO CUT THICK AND WOODY PLANT MATERIAL IS HEDGE SHEARS/HEDGE TRIMMER.

A hedge trimmer, shrub trimmer, or bush trimmer is a gardening tool or machine used for trimming (cutting, pruning) hedges or solitary shrubs (bushes). Different designs as well as manual and powered versions of hedge trimmers exist.



151. WOODEN LOGS NATURALLY SWEEP AWAY IN RUNNING WATER ARE CALLED AS DRIFT WOOD

Driftwood is wood that has been washed onto a shore or beach of a sea, lake, or river by the action of winds, tides or waves.

It is a form of marine debris or tide wreck.



152. BAMBOO STEMS CUT IN THIN LONG STRIPS IS CALLED AS WICKER.

Wicker is traditionally made of material of plant origin, such as willow, rattan, reed, and bamboo, but synthetic fibers are now also used.

- Wicker is light yet sturdy, making it suitable for items that will be moved often like porch and patio furniture.
- Natural wicker is well known for its strength and durability, as well as the high level of beauty and comfort that an expert craftsman can create.
- Materials used can be any part of a plant, such as the cores of cane or rattan stalks, or whole thicknesses of plants, as with willow switches.
- Other popular materials include reed and bamboo.
- Natural wicker requires maintenance to keep it in good shape



153. THE PLANT LEAVES ATTACHED TO A FLOWER STEM IS KNOWN AS FOLIAGE.

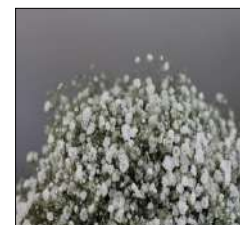
The leaves of a plant or tree, or leaves on the stems or branches on which they are growing are Foliage.

- Foliage plays a role in a flower arrangement that is as important as the flowers themselves. Choice of foliage plants helps create the shape of the arrangement, such as using
- Spiky foliage for linear arrangements,
- Large, rounded foliage for mass arrangements, or using a combination of the two to create linear-mass arrangements.
- Green foliage provides a dark background to highlight the bright colors of flowers.
- Foliage is typically more affordable than flowers, so using foliage as filler creates a full arrangement without a huge expense.



154. GYPSOPHILA IS THE MOST COMMON FILLER CALLED AS BABY'S BREATH.

- Gypsophila, popularly known as Baby's Breath
- It is a bushy plant with branching habit bearing dainty small flowers on long slender stems.
- It is native to Central and Eastern Europe. Baby's Breath is a tender and delicate annual.
- Gypsophila is a popular flower to accent bouquets, corsages and flower vases, especially as dried flower



155. A CUT FLOWER IS GIVEN A TREATMENT TO LAST LONGER BE KNOWN AS CONDITIONING.

Conditioning Flowers:

Once flowers have been delivered, they will need conditioning before they are arranged. Conditioning will ensure that the flowers are in the best condition for the maximum possible amount of time.

Step 1

- Flowers should be unpacked immediately on arrival. Packaging material should be removed.
- A good inch should be cut from the stems at a 45 degree angle with a sharp knife – scissors should not be used, as they will crush the stems and prevent water freely flowing up to the flower heads.
- Air locks in the stem are the most common cause of wilting.

Step 2

- Flower foliage from the stems should be stripped off.
- Any leaves that are left under water will start to rot
- This will cause a buildup of bacteria and may block the stem ends as well as feeding the flower heads with the bacteria.

Step 3

- Flower buckets should be filled between a quarter & one half full with lukewarm water.
- Flower food should be added at the appropriate rates, (flower food will help prevent bacteria).
- All buckets must be spotlessly clean to prevent bacteria.
- Flowers should be left in water for at least 2/3 hours before arranging and preferably overnight.



156. BUNCH OF FLOWERS WRAPPED INFORMALLY IS CALLED AS BIEDERMEIER/POSEY/DOMED DISPLAY

A Posey can be a small flower bouquet and is usually tied with a colored ribbon.

- They can be used as a hairpiece
- They can be pinned to an item of clothing like a dress or a suit
- They can be used also for decorations on a dinner table



157. WORD IKEBANA LITERALLY MEANS

BRINGING FLOWERS BACK TO LIFE/MAKING PLANTS ALIVE.

The word literally means 'making flowers live' in Japanese.

- This Japanese style has been practiced for thousands of years.
- These arrangements are more than an aesthetic grouping of plant materials.
- They are symbolic representations of an ideal harmony that exists between earthly and eternal life.

158. SPACES LEFT IN THE WALL WITH SHAPES ARE CALLED ALCOVES

In architecture, an alcove is a small recessed section of a room or an arched opening (as in a wall).

- The section is partially enclosed by such vertical elements as walls, pillars and balustrades.
- In artificial lighting, indirect lighting is usually from concealed sources in alcoves, cornices and valances.



159. VIP 1, VIP 2, & VIP 3, VIP 4 ARE THE CATEGORIES WHERE VIP'S ARE CLASSIFIED

VIP1- these are the heads of state, ministers, and celebrities

VIP2- these are presidents and CEO's of large companies, the management and directors of the hotel itself, well-known personalities and other high-ranking officials.

VIP3- these are regular repeat guests of the hotel and people known personally to the management or directors of the hotel.

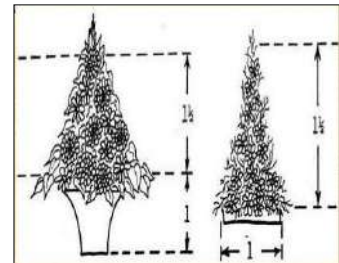
VIP4- these may be the 'handle with care' guests and certain groups of people known to the hotel managers.

<p>Who are VIP 1's? VIP 1's are the highest level of VIP we have at the hotel They might be:</p> <ul style="list-style-type: none"> • Courtesy Card Holders • Very Important Site Inspections (reserved for special Sites) • Visiting Dignitaries • Designated Meeting Planners (in special situations) • Designated Site Inspections (in special situations) 	<p>Who are VIP 2's? VIP 2's are the second highest level of VIP we have at the hotel They might be:</p> <ul style="list-style-type: none"> • Top convention officers and convention coordinators • Meeting planners • Site Inspections • CEO's and CFO's • Journalists • *Someone in the group that the meeting planner feels deserves this designation. 	<p>Who are VIP 3's? VIP 3's are the third highest level of VIP we have at the hotel They might be:</p> <ul style="list-style-type: none"> • Convention VIP's • Goldpassport Diamond Members • Goldpassport Platinum Members • Goldpassport Redemptions (GPRE) • Employees from other hotels 	<p>Who are VIP 4's? VIP 4's are guests that require special attention based on prior stays. They might be:</p> <ul style="list-style-type: none"> • Guests who have problems with a previous stay or with their current stay • Guest who was relocated the previous evening and is returning to the hotel • Guests who traditionally have had high expectations during their stay and will more than likely require special attention to detail
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160. FLOWER LENGTH IN IKEBANA SHOULD BE 1.5 TO 2.5 TIMES THE HEIGHT OF THE CONTAINER.

A guideline is that the plant material should be one and a half times the height or the width, whichever is the greatest, of the container.

- Equal amount of things lack interest and on the other hand too much of one thing is also not pleasing.
- Here the eye is the only judge.



161. ORIENTAL FLOWER ARRANGEMENT WHERE ONLY DRY MATERIAL IS USED IS CALLED AS NONOHANA

Materials used for Nonohana are

- Dry twigs
- Dry flowers
- Dry leaves
- Pine cones
- Pieces of drift wood



162. ORIENTAL FLOWER ARRANGEMENT MADE IN A TALL CYLINDRICAL CONTAINER IS NAGERIE.

Nageirebana, also known as simply Nageire ("thrown in"), is a style of Ikebana. It is also known as Heika

- It is associated with the legendary story of a samurai.
- The legend states that a Samurai, bored on a hot summer day, threw plant material into the small opening of a tall, deep vase on the opposite corner of the room. Thus this style received its name.



163. ORIENTAL FLOWER ARRANGEMENT MADE IN SHALLOW CONTAINERS IS CALLED MORIBANA.

- Moribana is one of the expressions of Japanese flower arrangement Ikebana.
- The word Moribana means "piled up flowers".
- This style was introduced by Unshin Ohara around 1890 after the Meiji Restoration of 1868.
- Moribana is not only an expression of Unshin Ohara's creative departure from Ikenobo, but was also a strong sign of the Western influence in Japan



164. A FLOATING FLOWER ARRANGEMENT IS KNOWN AS UKIBANA

- Ukibana, a floating flower arrangement, is a special category of Ikebana.
- This particular type of floral arrangement is an abstract free style rendition, using mass and line as well as contrasting colors.



165. ARRANGEMENT WITH FRUITS AND FLOWERS IS KNOWN AS MORIMONO.

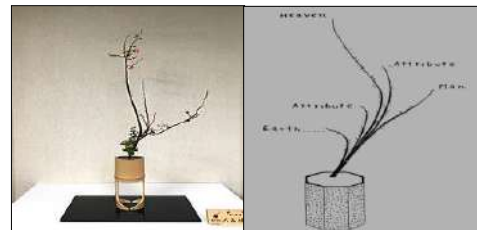
- Morimono is basic style ikebana arrangements made with fruit and/or vegetables as the main material.
- It is often combined with a small amount of other materials, such as flowers, roots and branches.
- The idea is not to create a delicious fruit plate, but an Ikebana arrangement where shape, color and lines are important.
- Morimono has its roots in fruit offerings at harvest festivals, and in food offerings in front of Buddha sculptures and pictures of deceased relatives.



166. AN ORIENTAL ARRANGEMENT WHICH HAS STRICT RULES TOWARDS LENGTH AND ANGLES IS SEIKA.

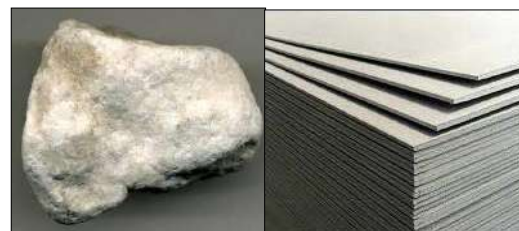
It is also pronounced and known as Shōka.

- When performing Shoka the natural characteristics of the plant have to be respected and the arrangement either done in the upright, slanted or hanging form.
- In Enshu Seika the set-up is basically triangular, with three main lines: shin the central axis symbolizing "truth";
- Soe the supporting branch, and tai, which are branches placed near the base to balance everything.
- Shin symbolizes heaven; Soe symbolizes human, and Tai the earth. Together they represent the universe.
- The number of branches should always be an uneven number.



167. GYPSUM IS A SULPHATE MINERAL

- Gypsum is a white to gray mineral found in the earth's crust.
- It is chemically known as hydrous calcium sulfate ($\text{CaSO}_4 \cdot 2\text{H}_2\text{O}$) which is obtained through mining from vast veins. It gains different forms.
- It is seen as sand in certain areas.
- The gypsum stone, which is called as alabaster, have the property to be carved to any sculpture forms.
- This stone is translucent in nature.
- The ability of gypsum to give a comfortable and aesthetic ambiance as a construction material increases the demands of gypsum.
- It is a nature's product that is commonly available.
- It is free of odor.
- Gypsum products gain increasing properties like increased fire resistance, acoustic properties for noise insulation etc.



168. SOUND ABSORPTION QUALITY OF CERTAIN MATERIAL IS REFERRED AS ACOUSTICS.

Building acoustics is the science of controlling noise in buildings.

- This includes the minimization of noise transmission from one space to another and the control of the characteristics of sound within spaces themselves.

- Building acoustics are an important consideration in the design, operation and construction of most buildings, and can have a significant impact on health and wellbeing, communication and productivity.
- They can be particularly significant in spaces such as concert halls, recording studios, lecture theatres, and so on, where the quality of sound and its intelligibility are very important.

Building acoustics can be influenced by:

- The geometry and volume of a space.
- The sound absorption, transmission and reflection characteristics of surfaces enclosing the space and within the space.
- The sound absorption, transmission and reflection characteristics of materials separating spaces.
- The generation of sound inside or outside the space.
- Airborne sound transmission.
- Impact noise.



Fig:

1. Sound absorbing underlay
2. Acoustic cotton mats
3. Acoustic partitions
4. Acoustic foam
5. Hanging baffles
6. Acoustic fabric panels

169. BOX LIKE SHAPES TO COVER POLES OF CURTAINS IS CALLED PELMETS.

A pelmet (also called a "cornice board") is a framework placed above a window, used to conceal curtain fixtures.

- These can be used decoratively (to hide the curtain rod) and
- help insulate the window by preventing convection currents.
- It is similar in appearance to a valance, which performs the
- same function but is made of fabric
- A pelmet can be made of plywood, and may be painted, or fabric covered

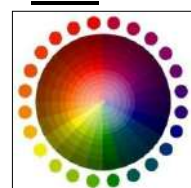
Fig:

- Polyvinyl Urethane pelmet
- Folded fabric pelmet
- Nail Headed fabric pelmet
- Metal pelmet



170. THE TERM USED TO INDICATE NAME OF AN EXACT COLOR IS HUE.

- Hue is one of the main properties (called color appearance parameters) of a color,
- It is defined technically as "the degree to which a stimulus can be described as similar to or different from stimuli that are described as red, green, blue, and yellow



- Usually, colors with the same hue are distinguished with adjectives referring to their lightness or colorfulness, such as with "light blue", "pastel blue"

171. HIGH QUALITY HARDWOOD FLOORING WITH BLOCKS GIVING GEOMETRIC DESIGNS IS KNOWN AS PARQUET

- Parquet (from the French "a small compartment") is a geometric mosaic of wood pieces used for decorative effect in flooring.
- Parquet patterns are often entirely geometrical and angular—squares, triangles, lozenges—but may contain curves.
- The most popular parquet flooring pattern is Herringbone.
- Parquetry shows the best properties and greatest resistance to wear. Its service life, for example in a living-room, hotel room or office lasts for more than 60 years.
- Parquetry proves to be the best possible solution, with its properties, as a rule, being far better than those of any other types of flooring, except moisture protection.
- Parquet laying requires a complicated sequence of operations:
- It must be prepared on special machines, and the laying and entire trimming of it again requires much time. Another and rather long period must pass till the floor can be used. This waiting period is longer than with other types of flooring.
- The wood used for parquetry purpose must meet great requirements with respect to strength and aesthetical qualities.
- Pre-manufacture as well as laying require much time and labor.
- Parquetry meets highest standards. By suitable patterns and selected kinds of wood, parquet floor can have an excellent effect on the design and atmosphere of a room.
- Parquetry may be used in housing and social construction as well as in industrial building, for instance in
 - Gymnasias
 - Restaurants
 - Arts centers
 - Fats
 - Production rooms in light industry, etc.



172. THE COLOR PIGMENTS THAT CANNOT BE OBTAINED BY MIXING OTHER HUES ARE REFERRED AS PRIMARY COLORS

Primary colors (or primary colors) are sets of colors that can be combined to make a useful range of colors. The primary colors are those which cannot be created by mixing other colors in a given color space.

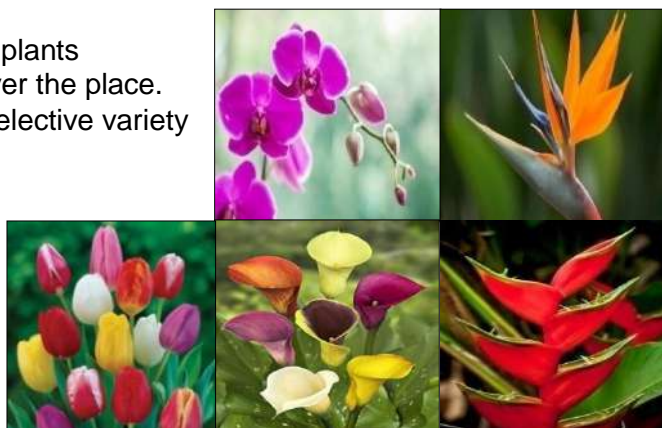
173. NAME FIVE EXOTIC FLOWERS USED IN FLOWER ARRANGEMENT.

Exotic plants are plants that have been introduced to a region or ecosystem where they are foreign or non-native.

- More often than not, these species of plants become invasive ones and dominate over the place.
- Such plants blossom in season and selective variety of flowers are used in decorative flower arrangements.

Five Examples of exotic flowers are:

- Orchids
- Birds of paradise
- Tulips
- Callia lily
- Crab claw.



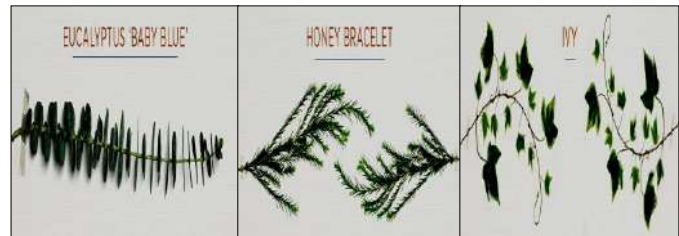
174. NAME FIVE COMMON FOLIAGES USED IN FLOWER ARRANGEMENT.

- Foliage plays a role in a flower arrangement.
- That is as important as the flowers themselves.
- Green foliage provides a dark background to highlight the bright colors of flowers.
- Foliage is typically more affordable than flowers, so using foliage as filler creates a full arrangement without a huge expense.

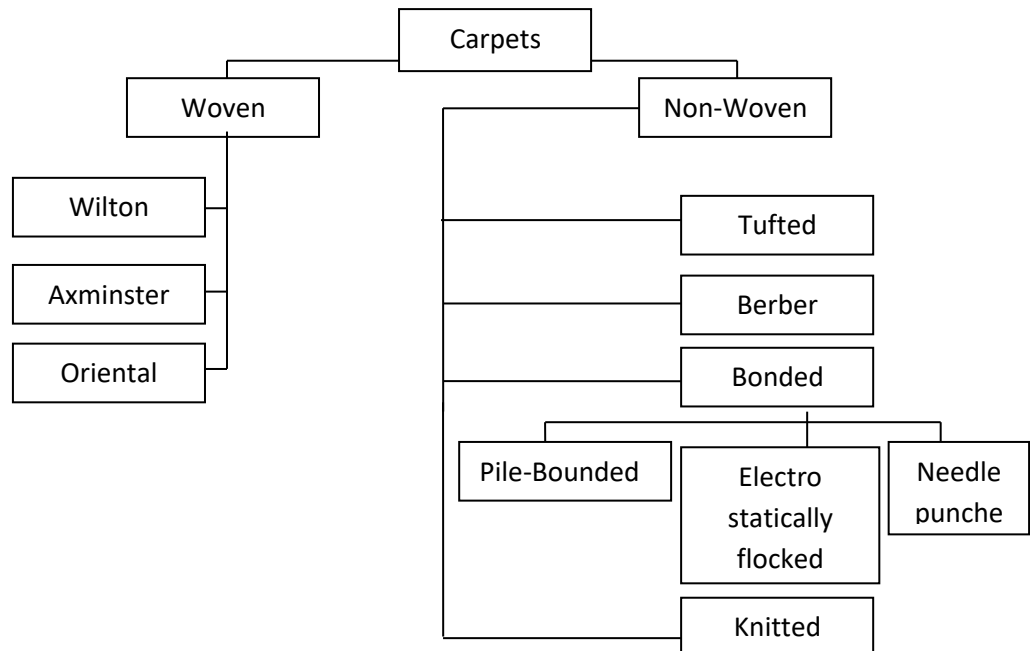


Five examples common foliage are:

- Myrtle
- Leather leaf fern
- Eucalyptus baby blue
- Honey bracelet
- Ivy



175. CLASSIFY CARPETS.



1. Woven Carpets

- Wilton
- Axminster
- Oriental

2. Non-Woven Carpets

- Tufted
- Pile Bonded
- Needle Punched
- Electro Statically Flocked

In woven carpets, the backing and surface pile are produced together during the weaving process but in Non-woven carpets, the surface pile are attached to a pre-made backing.

1. Woven Carpets

These are constructed on three types of looms- velvet, Wilton, & Axminster. They always have yarns in backing called warp & weft. Warp yarns run lengthwise, weft run crosswise.

a. Wilton Carpets

- The Wilton carpet is made of a jacquard loom.
- A traditional woven Wilton carpets have pile threads that run in a continuous fashion into the carpet and are lifted above the surface of the backing with either wires or hooks.
- Generally cut or loop pile, it is the different types of yarn that give the Wilton carpet different textures and appearance. Because of this method of construction and the waste yarn produced,

- The Wilton Carpet is unable to match the Axminster carpets ability to have complex patterns and designs

- There are not more than 5 colors.

- The incorporation of more colors will result in very bulky carpets.

These can be

- Patterned Wilton- made on a jacquard loom with jacquard apparatus.

- Plain Wilton- is plain without pattern thus having extra jute threads called "stuffers".

- Cord– these are plain Wilton carpets with an uncut pile.
- Brussels- these are patterned Wilton carpets which have uncut piles.

b. Axminster Carpets

Axminster can accommodate any number of colored yarns & produce precise complicated patterns.

- Pile height is always even & the back is heavily ribbed.
- There the main character is that pattern can be seen on another side.

c. Oriental Carpets

These are available in variety of sizes.

- Names based on country of origin .e.g. Chinese, Indian, and Persian etc.
- These are only made as carpet pieces that are standalone rectangles the carpets density is a useful indicator of fineness & durability of the carpets.
- A fine oriental carpet will have 500-1000 knots per square inch.

2. Non -Woven Carpets

a. Tufted

- In these thousands of needles, threaded with pile yarns & extending 12 to 15 feet across the machine, are forced through the backing material to form loops or tufts.
- The backing may be woven fabric such as jute & the loops anchored under the jute backing (Hessian) with a hot layer of latex compound.
- The pile yarn is inserted into a pre-woven backing by a long row of needles and loops are formed.
- This may be left cut or uncut mixture of high and low piles cut and looped areas may be found in the same carpet.
- The pile is firmly held to the backing material by the needle as well as by an application of natural or synthetic rubber adhesive.
- Its main limitation is that intricate, precise, multicolored patterns cannot be produced except for printing, on tufted carpets.

b. Bonded Carpets

- These are neither woven nor tufted.
- They are hardwearing & make economical floor covering with good pile.
- Pile bonded
- Here the pile is made and stuck to PVC.
- These generally have a pile of nylon or polypropylene which is stuck into a PVC backing.
- Pile Bonded carpets are also available as tiles.

c. Needle Punched-

- These carpets are made by a process that compacts & mechanically joins fibres to form a felt like surface.
- Needles literally 'punch' the fiber into a foam or latex backing.
- Usually these are used for outdoor installations.

d. Electro statically flocked

- These are produced by projecting electrically charged fibers downwards into an adhesive coated backing material.
- These are hard wearing easy to clean and quick to dry.
- They are mostly used in very wet area.
- Swimming pool and in kitchen area.

The forms that various carpets come in are:

- Broadloom – rolls 12ft. or 15 ft. wide
- Rolls – 27 in. wide
- Squares (“tiles”)-usually 18 in. square with semi rigid backing for easy replacement.

3. Berber Carpets

- These carpets have short tufts; pile is dense & lopped, characteristically made of natural undyed sheep's wool.

- Berber carpets are a modern style of carpet, distinguished by a loop pile construction type, and usually contain small flecks of dark color on lighter shades of background colors.
- They are typically in a plain color mix with no pattern, and are relatively cheap and durable, so popular for areas with relatively heavy use such as offices.

4. Knitted Carpets

- These are produced by interlacing yarns in a series of connected loops.
- As in woven carpets the pile & the backing are produced simultaneously.
- Multiple sets of needles interlace the pile, backing, & stitching yarns together in one operation.

5. Carpet with piles, cut and looped simultaneously to form a pattern is called Patterned carpets.

Pattern Carpets:

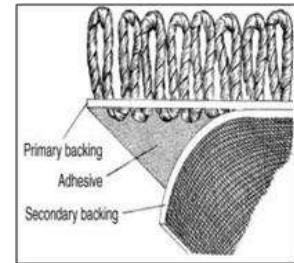
These are woven on the jacquard looms which draw up one thread at a time to form the pile while the remainder stays hidden in the backing giving strength, warmth and resilience.

Up to five colors may be used in the carpet construction, e.g. Wilton and Brussels.

176. THREE LAYERS IN CARPET CONSTRUCTION ARE PRIMARY BACKING, ADHESIVE AND SECONDARY BACKING.

Major parts of Carpets are

- Underlay/Padding
- Backing
- Pile



Underlay/ padding/secondary backing

- It has numerous purposes ranging from making the carpet feel better underfoot, to providing extra insulation against heat loss.
- It works to protect the carpet backing from the substrate, protecting it from dust, dirt and moisture.
- It aids in the soundproofing of a room and protects the carpet from premature wear.
- When selecting carpet, strength resilience and durability are the characteristics kept in consideration.

Three types of underlay are available to choose from:

- Felt Underlay (cushion),
- Foam Sheet Underlay (cushion) and
- Rubber Waffle Underlay (cushion).

Backing

- The backing is on the underside of the carpet; it secures the tufts of the pile & gives additional strength & stability to the carpet.
- Most carpets have a double backing; a primary backing, to which the yarn is attached, & an outer backing called the secondary backing.
- A layer of latex adhesive is sandwiched between the two layers to seal the pile tufts to the primary backing.

Types of backing include

- Jute,
- Polypropylene (a synthetic thermoplastic resin), &
- Foam rubber.

For expensive carpeting rubber covered jute is preferred. However, synthetic backing is more resistant to mildew, odor, & dry rot, & is non-allergic.

Pile

- 1) Loop Pile: A pile surface with the looped yarns left uncut. The loop can vary to any height depending on the pattern desired. Loop pile is often referred to as the ground wire.
- 2) Two Level Loop Patterns/ sculptured pile: This type is an extension of a single-level loop. The second levels of loops are added to create interest and to make the carpet bulkier and heavier. Level loop pile is made by weaving even loops of yarn into carpet backing at both ends. This type of carpet is very durable and track resistant because of its strong loops. Higher loops create a more luxurious appearance. Level loop piles with short and densely packed

loops are easy to clean. They prevent dirt from filtering into carpet. This type of carpet is ideal for high traffic areas.

3) Cut Pile: Can be simply described as a loop pile that has been cut. They can be of 2 types: Plush Pile: a cut pile which has very dense construction. The yarns are equally packed in so tightly that the yarn ends stand straight up and support each other.

Shag Pile: Is a tall, long, loose plush pile with a deep and long surface yarn. This pile ranges from 3/4 to 3 inches in height.

4) Cut and Loop Pile: Is a plush pile with a pattern cut through it and tightly loop yarns. Cut and loop pile combines cut and looped fibers. It provides a variety of surface textures or sculptured effects for medium durability. Cut and loop pile carpets are available in solid or multiple colors. The different levels in this type of carpet can hide dirt and footprints in formal and informal areas.

5) Twist pile: Also called hard twist. This style of carpet features yarn that has been tightly twisted to form a pile with an irregular textured surface. This hard-wearing texture minimizes tracking (footprints), shading (irregular light and dark areas in the pile) and fluffing which makes it a very popular and practical carpet.

177. AXMINSTER CARPETS ARE EXAMPLE OF WOVEN CARPETS

Axminster Carpet

- Axminster can accommodate any number of coloured yarns & produce precise complicated patterns.

- Pile height is always even & the back is heavily ribbed.

- There the main character is that pattern can be seen on another side.

There are three types of Axminster carpets.

- Spool Axminster- single piece has unlimited colours in the pattern. Its woven in such a way that the pattern is visible on another side too.

- Gripper Axminster- same as above but the only difference is that only eight colours are used.

- Chenille Axminster-Chenille carpets have soft, deep pile formed by long, furry strips.

178. WILTON AND BRUSSELS CARPETS ARE EXAMPLE OF WOVEN CARPETS

Woven Carpets

- These are constructed on three types of looms- velvet, Wilton, & Axminster.

- They always have yarns in backing called warp & weft.

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- Cord- these are plain Wilton carpets with an uncut pile.

- Brussels- these are patterned Wilton carpets which have uncut piles.

179. NATURAL AND SYNTHETIC FIBERS ARE BASIC TYPES OF CARPET FIBER.

Natural fibers used in carpet construction:

1. Wool:

Wool is a naturally resilient fiber,

- Wool has good texture retention, which is the ability of the fiber to retain its original appearance

- Wool carpets are generally pretty durable
- Wool's resistance to abrasion is not as high
- It does require a bit more work to maintain a wool carpet
- As a natural fiber, wool carries a slight risk of shrinking under improper maintenance
- Wool being a natural staple fiber, and so is prone to shedding.
- Staple fibers are short, and so many are left "unattached" during the manufacturing process
- Wool is very absorbent, so it can be difficult to remove stains once they have been absorbed by the fiber
- The fibers of wool have microscopic scales, these scales help to prevent dirt from embedding in the carpet fibers.
- Wool will not burn; rather it will char (blacken). For example, a lit cigarette dropped on the carpet will likely leave a noticeable mark, but will not cause the carpet to go up in flames.

2. Cotton:

- It is used most commonly in the foundation of the carpet/rug rather than its pile or flat-woven facing.
- It's fibers are stronger and less elastic than those of wool
- It makes easier to produce a straight-sided, evenly-proportioned, tightly-woven rug, and that is why weavers with high standards of technical precision long ago adopted cotton as the main material for the foundation of the rug.

Synthetic fibers used in carpet construction.

1. Nylon

- Nylons are the most popular carpet fibers.
- They are an excellent choice for all traffic areas.
- They are exceptionally strong, elastic (stronger than polyester) and have excellent abrasion resistance, tenacity, and elasticity.
- They are also easy to wash and to dye in a wide range of colors.
- The filament yarns provide a smooth, soft, and lightweight structure of high resilience.
- However, nylon carpets are usually more expensive than polyester carpets.

2. Polyester

- Polyester is a very popular and versatile fiber.
- It is the most important synthetic fiber in the garment industry and has been used in carpets for many years.
- Polyester yarns and carpets made from this type of polyester are strong, elastic, and have high abrasion and wrinkle resistance.
- Polyester fibers are not as strong and elastic as nylon fibers but have better stain resistance.

3. Olefin

Olefin fibers have a similar appearance to wool.

This is one reason why this fiber finds applications in area rug. It is often a good choice for loop carpets like Berbers.

The fiber is strong, elastic, has good abrasion resistance and has excellent resistance to staining, chemicals, mildew and fading.

It is an excellent choice for both indoors and outdoors like artificial sport turfs.

Olefins are usually the least expensive carpet fibers but they also have lower resilience than nylon and polyester, meaning olefin fibers do not "bounce back" as quickly after being compressed by foot traffic.

4. Acrylic

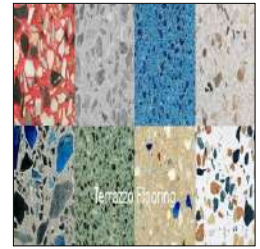
- Acrylic fibers are made from Polyacrylonitrile.
- The fiber is lightweight, soft, and warm, with a wool-like feel and can mimic natural fibers such as cotton and wool or can be blended with them.
- The fiber has fair to good abrasion resistance and good resistance to staining, chemicals, mildew, and fading.
- However, acrylic fibers are not as durable as the other three major types of carpet fibers. Acrylics are usually not a good choice for high traffic areas.

180. TERRAZZO IS A COMPOSITE MATERIAL, Poured in place or precast, which is used for floor and wall treatments.

It consists of chips of marble

MAINTENANCE PRECAUTIONS:

- Harsh cleaners and sealers can damage terrazzo.
- Only materials that are neutral pH should be used when scrubbing or mopping floors.
- Sealers should achieve a slip resistance coefficient of friction rating applicable to code.
- Water-based sealers are most commonly recommended and utilized today.
- Mop on, in one or more coats, in accordance with the instructions of the sealer manufacturer.
- This can also be followed by a water-based finish (dressing) for daily or weekly buffing if a high sheen is desired.



CLEANING PROCEDURE:

- Neutral cleaners are designed to react only in solution with clean water, mixed in accordance to the manufacturer instructions, and allowed to remain on the floor surface for several minutes.
- This provides the necessary time for the grime-dissolving action to take place.
- Then rinse the dirt-laden solution from the surface by squeegee, vacuum or mopping.
- Rinse with ample clean water.

181. GRANOLITHIC CONTAINS FINE GRANITE CHIPPINGS OR CRUSHED GRANITE, USED TO RENDER FLOORS AND SURFACES.

Granolithic screed, also known as granolithic paving and granolithic concrete, is a type of construction material composed of cement and fine aggregate such as granite or other hard-wearing rock.

- It is generally used as flooring, or as paving (such as for sidewalks). It has a similar appearance to concrete, and is used to provide a durable surface where texture and appearance are usually not important (such as outdoor pathways).
- It is commonly laid as a screed. Screeds are a type of flooring laid on top of the structural element (like reinforced concrete) to provide a level surface on which the "wearing flooring" (the flooring which people see and walk on) is laid.
- A screed can also be laid bare, as it provides a long-lasting surface.

182. WHAT IS MOSAIC?

It is an art form using small pieces, of colored stones, tiles, or glasses to render artful designs.

- Mosaic may also represent forms and figures, and such representations cross over into the definition of a mural.
- Mosaics can be placed on the floor using small ceramic tiles.
- Mosaic tile can add dimension and decoration to a variety of spaces in your home, including the kitchen, bathroom, foyer and pool.
- To keep this beautiful feature in like-new shape, regular cleaning is required.



Cleaning

- Mosaic tiles come in many materials, from glass to natural stone to metal to ceramic.
- All of these tile options have unique textures and colors, and to keep their features shining bright, mosaic tiles should be cleaned properly.
- Mosaic tiles post installation is perhaps the most important time for cleaning.
- The areas may have excess grout, dust and debris that can scratch or deface mosaic tiles.
- Prevent residue from messing up the look of the mosaic tile by cleaning thoroughly after installation. Grout is the most difficult to remove, and it should be done carefully.
- While wiping down counters, backsplashes, showers, bath surrounds or floors, use a mild detergent and water.
- Diluted solutions are better for the tile.
- Avoid acidic cleaners, which can discolor grout.
- Use a soft sponge or cloth, and avoid hard-bristled tools, as these can scratch mosaic tiles.

- Rinse off the surface of mosaic tiles and dry them with a cloth.
- For Mosaic tile floors, mopping can help keep them looking beautiful.
- Mosaic floors should be swept first, using a broom with soft bristles.
- Then, a pH neutral cleaner (following the same concentration instructions as with wiping) should be and water to mop the floors.
- Let the cleaning agent sit on the floors for about five to 10 minutes before scrubbing with the mop.
- When you're done, rinse thoroughly and remove excess liquid.
- If mosaic tiles are laid in swimming pool, they'll require special cleaning.
- Calcium buildup can occur on the tiles, so getting rid of those stubborn water lines is necessary to help mosaic tiles shine.
- Along with a regular maintenance schedule, mosaic needs a deeper clean once a year at the beginning or end of the season.
- Since a dry surface is easier to scrub, drain the water and let the pool dry a mixture of baking soda and water can be used.
- Scrub the area with a stiff sponge or scrub brush.
- Rubbing in a circular motion should help remove the marks.
- Once the swimming pool is free of stains, clean mosaic tiles, with a mild detergent and water.

183. THE PERFECT TIME TO CUT THE FLOWERS IS BEFORE SUNRISE / AFTER SUNSET

- Early morning is the ideal time to cut fresh flowers.
- The flowers have had the benefit of cool night air and morning dew.
- Their stems are filled with water and carbohydrates and so are firm to the touch.
- As the day warms up, flowers gradually dehydrate.
- Midday is the least auspicious time to cut, as transpiration rates are at a peak and plants are rapidly losing moisture through their leaves.
- Flowers become limp; their necks become bent.
- If cut, they will not recuperate well and their vase life will probably be short.
- When harvesting, have a bucket of water on hand to put the flowers in.
- Place the cut flowers in the bucket immediately.
- Use a plastic pail rather than a metal one because metal can affect the pH balance of the water.



184. WREATH IS AN ASSORTMENT OF FLOWERS, LEAVES, FRUITS, TWIGS, OR VARIOUS MATERIALS THAT IS CONSTRUCTED TO FORM A RING

In English-speaking countries, wreaths are used typically as household ornaments, most commonly as an advent and Christmas decoration.
Step by step procedure in making floral wreath



Buy fresh flowers

- Buy flowers right before planning on making a wreath.
- If flowers are bought too long before making a wreath, there is a chance they will wither and die.
- Some flowers such as roses, poppies, carnations, chrysanthemums, lilies, and orchids can be chosen
- Combine several flowers to make a more visually interesting wreath.
- Choose flowers with colors that complement each other. For example, yellow tulips pair well with verbena or lavender.



Flowers of different sizes and shapes, like bundles of baby's-breath with roses can also be chosen

Obtain floral wire.

Buy floral wire at a craft store.
The wire will hold more flowers the thicker it is.
An 18-gauge is the minimum to be bought.
It will support heavy buds, like roses.



22-26-Gauge is an all purpose wire that will support whatever type of flowers are used Thinner wire is more malleable and a better choice for an intricate setting. Choose between green stub, paper covered, and enameled wire.

Make the base of the wreath.

Double a length of floral wire.

Wrap the ends around the top of wreath form, twining the ends back around the wire to secure it.

It should create a circular shape.

Twine the ends to form a loop.

Use the loop at the top for hanging the wreath.

Size the wreath to take up about half the width of the door or wall where it is intended to hang it on.

Make sure the hanging loop sticks up from the back of the wreath where it'll be less visible, instead of the front.



Make bundles of flowers.

Create small bundles of flowers by wrapping the stems with flexible wire attached to a floral pick (a small wooden stake).

Also bundle flower stems together with floral wire.

The upper limit for the bundle size is the width of the wreath form.

How small the bundles are made, and how they are shaped, depends to a large degree on the wreath size and the textures and size of the materials.

Group together several types of flowers in a bundle to create variety in the wreath.



Place the bundles around the wreath

Lay the floral bundles out on the wreath form so to get a general idea of the proper positioning.

Do not use any glue or form of attachment yet.

Now is the time to make any major design changes or tweaks.

Leave a few flowers or bundles out just in case you want to go back and fill in space.

It is okay if the bundles move slightly.

Laying the floral bundles is just to get a general idea of how to design the wreath.



Attach the bundles.

Attach floral bundles to the flower wreath using hot or white glue.

Apply glue to the foam wreath form, then press the floral bundles into place.

Work "backwards" around the wreath, laying each new bundle of flowers over the exposed stems of the previous bunch, with each bunch overlapping by about half.

While creating a wide wreath work from the outside in, fill in the entire width of the wreath from outside to center before moving further around the ring.

Leave the wreath flat until the glue is completely dry.



Add extra embellishments.

Add extra embellishment to the wreath, add decoration embellishments using the same techniques using glue, pins, or floral picks.

Add berries, leaves, fern, and bows. Consider the type of wreath you are making when adding decorations.

Pastel bows work well with an Easter wreath.

Red berries look great with Christmas wreaths.

Only use glue to attach the flowers/stems/greenery directly to the wreath form. use floral picks or pins if needed



184. SINGLE FLOWER IN BUD VASE IS PLACED ON A RESTAURANT TABLE.

To avoid overcrowding of things on the table single flower in a bud vase is placed on a restaurant table

- Tall arrangements on restaurant table may disturb the eye contact between the guests.
- Flower arrangements for a restaurant centerpiece can range from modest to lavish.

- When considering flower arrangements for each table, it should be kept in mind that the flowers are there to add charm to the restaurant, not serve as a distraction.
- As such, a petite arrangement is placed in a shallow bowl.
- Never place large floral centerpieces that obstruct the view from across the table, as this will make it difficult for the guests to talk to each other.
- The centerpiece should never be the center of the table during conversation.



185. GIVE FIVE EXAMPLES OF ACCESSORIES USED IN FLOWER ARRANGEMENT

Five examples of accessories used in flower arrangement are:

1. Candles
2. Miniature figurines
3. Fruits
4. Ribbons
5. Pebbles



Accessories or embellishments add additional beauty and elegance to the flower arrangements

186. THE S SHAPED FLOWER ARRANGEMENT IS ALSO CALLED AS HOGARTH SHAPE.

- William Hogarth, an English, painter introduced designs that had curves like an S, often called the lazy S.
- These minimal arrangements are some of the most complex floral pieces to make.
- They are based on the subtle S curve and use a small amount of greenery and flowers.
- Some are nearly all flowers.
- Many kinds of flowers and natural elements are used in a Hogarth Arrangement.
- The modern day Hogarth Floral Arrangement may have very few components.
- The most important thing is to capture the S curve and keep the materials to a minimum.
- Garden flowers in particular are a tribute to the art



187. TRIANGLE FLOWER ARRANGEMENT IS PLACED IN VIP ROOM.

Triangular arrangement:

- It is a popular shape for symmetrical arrangements.
- The first step is to establish lines of height and width,
- Usually with flowers or foliage of finer form or paler color are used
- The next step is to establish a focal point of interest with large or darker-colored flowers.
- Fill in with flowers of varied stem lengths, grouping colors.
- Left triangle- made in a shallow container with consecutive stem along the left side.
- Right triangle – it is made like the left triangle arrangement, but the tallest stem is placed on the right side of the container with consecutive stem.



Flower arrangements in VIP rooms:

- Strong smelling flowers should be avoided and the arrangement should not be large for a small room or vice-versa.
- This means that the arrangement should be in size and proportion to the room and site.
- Most arrangements are either placed on coffee table or dining table (in suites) when they should be round and on writing tables, usually with the back to the wall in which case they can be front facing.



- It is important to note that flower arrangements are kept at different eye levels which would affect the actual height of the arrangement.
- As a rule in a tall flower vase – height of the tallest floral material should be one and a half to two times the length of the vase.
- In a higher level placed flower arrangements are kept above the eye level and have the largest stem reduced below accepted measure so as to conform to the visual scale of proportion.
- Lower flower arrangements should not have the largest stem over and above the accepted scale.

188. LONG FLOWER ARRANGEMENT IS SUITABLE FOR LOBBY.

Lobby or lounge is the first area in the hotel where the guest contacts the hotel staff

- Lobbies and lounges of hotels are very large areas
- Arrangements in lobbies and lounges, should lend character and cheerfulness to the surroundings.
- They should blend with the décor.
- Roses, tuberose and gladioli, chrysanthemums, carnations etc are most suitable.
- The arrangement may be two-dimensional since it needs to be viewed by the guest.



189. ROUND SHAPED FLOWER ARRANGEMENT IS SUITABLE FOR FRONT DESK.

Bold arrangements are made keeping in view the large counters.

- They have to be put on and they should command a dominant position where they can be viewed by a large number of people.
- Medium sized round arrangements are often provided at the guest executives' desk/front office desk in the lobby.



190. LIST ANY FIVE DO'S AND DON'TS WITH FLOWER ARRANGEMENT:

Do's	Don'ts
Decide where to place flower arrangement before making it to determine if the finished piece should be tall or wide or round and full.	DON'T use tall arrangements for dinner table centerpieces and expect your guests to be able to see each other across the table
Choose a vase that is in proportion to the flowers. Often the vase should make up one half to one-third the size of the total arrangement (for example, three-foot tall gladiolus need a 12 - 18" vase).	DON'T combine flowers which do not naturally blend well. Consider the morphology, texture, as well as the color. For example, bold, angular, shiny tropical flowers such as bird of paradise do not blend well with softer, delicate, ruffled flowers such as sweet peas.
Use tall, cylindrical vases for arrangements that incorporate line flowers, such as Gladiolus, Latria (gay feather), Delphinium, snapdragons, and bells of Ireland	Never place a fresh flower arrangement where it will be exposed to direct draughts from a fan or window. To prevent dehydration, keep cut flowers away from direct sunlight and large appliances as well.
Use vases with a belly (such as urns or ginger jars) for mass and filler flowers.	Do not put flowers near a bowl of citrus fruits as they emit ethylene gas when ripening, which causes wilting of flowers.
Always cover the stem holders	Do not touch the flower arrangements too many times, as it makes the flowers wilt faster

191. SUGAR IS MIXED IN WATER TO MAKE FLOWERS LAST LONGER.

- Many flowers are harvested before they are fully developed, to ensure a long postharvest life and to minimize mechanical damages that might occur during handling.
- The development of these flower buds requires food (carbohydrates), which is stored in the leaves and stems.
- These stored carbohydrates can be mobilized for the flower bud to use but may be insufficient when the buds are harvested at a tight-bud stage.
- The maintenance of the metabolic activities, including respiration, even for flowers that are harvested when fully developed, requires that adequate reserves are provided in order to achieve a reasonable post harvest life.
- When the stored carbohydrates are low, leaves and flowers senesce rapidly and petals that develop at low sugar levels have pale colors.
- Under these situations, supplements can be provided to the flowers by adding table sugar (sucrose) to the vase solutions.
- It is important to remember that a sugar solution is also perfect for the growth of microorganisms, so that a biocide should be added to the vase solution as well.



192. NAME FIVE FILLERS USED IN FLOWER ARRANGEMENT

Five fillers used in flower arrangements are:

- Baby's breath
- Bouvardia
- Delphinium
- Feverfew Daisies
- Heather

Baby's Breath

- It is one of the most popular white filler flowers.
- It comes in a variety of tinted colors, as well.
- The flower is delicate and soft, just like a baby, and symbolizes innocence.
- It's also referred to as angel's breath.
- Though traditionally used as a filler, this flower can also be used alone to create fluffy, cloud-like arrangements.



Bouvardia

- It is great filler flower featuring clusters of star-like flowers
- They have a delicate scent
- They come in shades of pink and white.
- Each stem resembles a small bouquet.



Delphinium

- It is a great flower for adding height
- It has a long stalk covered in many small blooms.
- It is used for adding something blue
- The delphinium stands for swiftness and lightness



Feverfew Daisies

- They can help achieve that look with their beautiful daisy-like blooms and its wispy long stems.
- These filler flowers may have small blooms
- Their bright-yellow centers and white petals really stand out in an arrangement.
- Feverfew looks beautiful on its own
- They pair nicely with other wildflowers.



Heather

- It is a filler flower that features tiny fisheye blooms that run the length of its branchy stems.

- It is perfect for filling in the gaps and adding a unique texture,
- Heather is available in white, pink, and green.
- It is believed that Heather has protective powers
- It can also symbolize admiration and good luck.



193. WHAT ARE THE DIFFERENT STYLES OF FLOWER ARRANGEMENTS BASED ON ANGLE?

On the basis of the angle from which a flower arrangement is viewed, it can be classified as follows:

All-round arrangement:

- It is designed to be seen from all sides and is therefore chosen for a table or a room centerpiece.
- It is circular when seen from above, but may be oval or square as well.



Front facing arrangement:

- It is also called the "Flat-back arrangement" and is designed to be seen from the front and perhaps the sides.
- It is therefore chosen for placement on a shelf or sideboard.
- It should not be placed too close to the wall.



194. WHAT ARE THE THREE MAIN IKEBANA STYLES?

The most popular school of oriental flower arrangement is Ohara. In Ohara school the below are the styles of flower arrangement:

1. Moribana means "piled-up flowers." The base is a low bowl or dish and the arrangements can be upright or slanting

- Upright style Moribana is considered the most basic style in ikebana.
- The low container is suggestive of serving and is intended to evoke images of serving up a full or plentiful bowl.
- Metal supportive structures called Kenzan (or frogs) are used within the container to stabilize the arrangement.



Slanting style Moribana uses plants that tend to slant in nature or look appealing when slanted.

- It is meant to look softer than the more formal upright style.
- The arranger may choose a slanting style because of where the arrangement is going to be placed, or because of the container shape.
- Slanting style Moribana also uses a low container.

2. Rikka style springs from the Buddhist tradition.

- Arrangements in the Rikka style, which means "standing flowers"
- They involve seven branches that are arranged in a specific way.
- The intent is to express the Buddhist view of nature and beauty.



3. Nageire, or upright style, can also be upright or slanting. Nageire has a cascading style.

- Upright Nageire uses a tall container with a narrow top, and no Kenzan are used.
- Sometimes, just one flower is used in upright Nageire.
- It is very simple and often uses natural materials for the container such as bamboo.



Slanting style Nageire also uses a tall, narrow container.

- It is often the style employed by beginners of Ikebana, as there is a certain amount of flexibility in the design.
 - It also helps students develop the gentle touch necessary for advanced ikebana.
- Cascading style Nageire is more dramatic than the upright or slanting style.

- The tall container is necessary for the branches to hang down and over. The branches of the plants in cascading style Nageire hang over the rim of the container, so flexible plant material is employed.
- Cascading style evokes an appreciation of line, motion and balance.

195. WHAT IS THE IMPORTANCE OF FLOWER ARRANGEMENT IN HOTELS?

In hotels flowers are used extensively.

- There may be a large arrangement of flowers in the foyer and in lounges and restaurants, as well as smaller arrangements in the suites
- Guests appreciate the time and trouble spent on the arrangements and the pleasing atmosphere they create.
- Medium sized round arrangements are often provided at the guest relations executive' desk in the lobby and on coffee tables in the lounges.
- Spectacular arrangements are placed in the lounges.
- Restaurants generally have bud vases on each table, with one or two flowers in it.
- Table arrangements for conferences must be low so that guests may see over them.
- At informal banquets, large arrangements may be seen
- At wedding banquets, wall arrangements are very popular
- Beautiful traditional flower carpets in lobby are made for special occasions and festivals.



Fig:

1. Arrangement in foyer
2. Arrangement on restaurant table
3. Arrangement in front desk
4. Arrangement for celebrations

196. WHAT IS CONTEMPORARY FLOWER ARRANGEMENT?

Contemporary Floral Design is the artistic expression of how flowers are arranged and “accessorized”, together with other aesthetic enhancers and objects, to deliver a themed flower arrangement. It is also known as free style arrangement/informal arrangement

- To simply place flowers in an arranged vase can be termed mediocre.
- In fact, on arrival to most corporate reception areas, one is met with flowers beautifully and usually arranged.
- Most countries have businesses formed that are commissioned to provide such arrangements on a weekly basis.
- These contemporary Floral Designs can take the form of simple flowers arranged into intricate and considered designs that not only lend to the natural essence of the types of flowers, but also which can provide a floral arrangement with longevity.
- The basic understanding of flowers is essentially to establish which can be paired, whose stems can be manipulated and still allowing for the blossom to remain, and which are parasite flowers that cannot be arranged together.
- Corporate events and wedding floral centerpieces could be easily identified as to where contemporary floral design was pioneered from.
- Outside of simply a table centerpiece, contemporary floral design has been extended to the bride's bouquet.
- Accessories known to compliment more than an arranged floral, vase design is inclusive of pearls, colored glass beads, water treated wood, metal meshes, rope to string bunches together, artificial tropical birds, and pines to name a few.



197. WHAT ARE THE PRINCIPLES OF FLOWER ARRANGEMENT?

PRINCIPLES OF FLOWER ARRANGEMENT

The principles of design are applicable to flower arrangement as well. Design determines the structural pattern of the arrangement. It consists of the relationship between the flowers, foliage and containers. Any design can be produced i.e. suitable to the occasion and the surroundings. Design is determined by site of placement, function and materials available. Arrangements may have also to be two sided or all round.

Balance:

Materials should be placed to give a feeling of stability. Form and colour are important aspects of balance.

a. Formal balance or Symmetrical Balance:

In this type, both sides have equal material on either side of the central line. The flowers should have equal visual weight and colour.

b. Informal or Asymmetrical Balance

In this, two sides are not equal but still have equal visual weight. Dark colours give an effect of more weight than light colours. They should be centred low in the arrangement. Lighter colours give an impression of lightness and are more suitable towards the outer and upper ends of arrangement.

Scale:

It means proportion and relationship of the various parts of the composition. The plant material has to be in proportion with the container used and the scaling of the plant items with each other must be kept in mind along with the site and function. A flower arrangement is of good proportion when it is of right size for the container and placement.

Rhythm:

Rhythm can be described as a sense of movement, which flows through the main lines of the arrangement. The purpose of it is to direct one's eyes along it so that the shape of the entire composition is followed and understood. In flower arrangement this is achieved by grading flowers and arranging foliage, leaning towards the sides. These lines partly decide the design of arrangement.

Focal Point:

It is the central point of arrangement where emphasis is obtained by large accented flowers, group of flowers or use of darker colours.

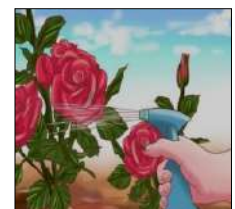
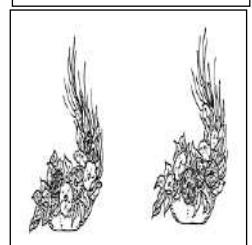
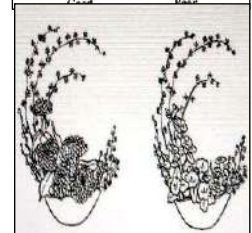
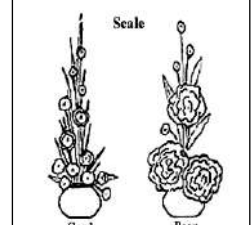
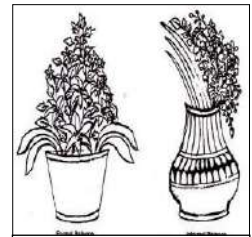
Harmony and Unity:

Ensure that the materials are suitable for the site and the occasion. The colours of the flowers and the container should blend with each other easily or provide a pleasing contrast with each other and with the background. Unity of materials is necessary to view the arrangement without any distraction from the main line of movement.

198. HOW CAN WE KEEP THE FLOWER ARRANGEMENT LAST FOR LONG?

The following guidelines should be followed to keep the flower arrangements last longer:

- Prolong the freshness of the arrangement by spraying with lukewarm water from a mister morning and night.
- Change the water every day if the arrangement is meant to last a while.
- Never use chilled water, as cut stems fare best in warm water of 45° centigrade.
- Listerine, ammonia, charcoal, salt, lemonade, sugar, camphor or aspirin added in small amounts to the water slows down bacterial growth, thus prolonging the life of flowers. Alternatively, use commercial cut-flower preservatives available in the market



- Use clean containers to prevent premature fouling and bacterial growth use colored glass containers if possible.



- Very three days, re-cut the stems, clean the vase, completely replace the water, and add more preservative.

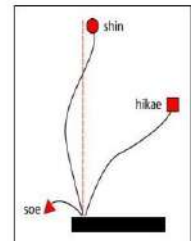
199. WHAT DO MEAN BY IKEBANA?

"Ikebana" is from the Japanese Ikeru, "to arrange (flowers), have life, be living") and hana "flower"). Possible translations include "giving life to flowers" and "arranging flowers".

- In Ikebana, the Japanese art of flower arranging, blossoms, branches, leaves, and stems find new life as materials for art making.
- The three-stem system of shin, soe, and hikae—elements that have traditionally represented heaven, man, and Earth, respectively.
- All other stems are called Jushi, meaning supporting or subordinate stem.
- Ikebana, traditionally, the classical art of Japanese flower arranging; the meaning of the term was later extended to encompass all the various styles of Japanese floral art.
- Ikebana was introduced in Japan in the 6th century by Chinese Buddhist missionaries who had formalized the ritual of offering flowers to the Buddha.
- The first school of flower arranging in Japan, Ikenobō, was founded by Ono no Imoko in the early 7th century.
- Based on a harmony of simple linear construction and an appreciation of the subtle beauty of flowers and natural material, Ikebana has separated into several major schools according to historical periods and differing theories of artistic composition.
- The other major schools, in addition to Ikenobō, are Ko (Koryū), Ohara, and Sogetsū.
- Individual styles are Rikka, Shōka, Nageire, Moribana, and zen'ei Ikebana.

Ikebana design features three primary elements or line placements:

- Shin (Heaven)
- Soe (Man)
- Hikae or Tai (Earth)



200. WHAT ARE THE COMMON FLOWERS USED IN FLORAL ARRANGEMENT?

The flowers commonly used for flower arrangements are:

- Crabs Claw
- Calia lily
- Carnations
- Gerberas
- Roses
- Larkspur
- Chysanthemums



200. WHAT ARE THE VARIOUS INGREDIENTS USES TO MAKE FLOWER ARRANGEMENT?



The following group of ingredients and aids are essential for flower arrangement:

Mechanics:

- Floral foam
- Floral tape
- Pin holder
- Setting clay
- Florist cone
- Pebbles
- Chicken wire



Equipment:

- Bucket
- Scissors
- Mister
- secateurs,
- Water can
- Pruning knife,
- Cocktail sticks,
- Candle holders,
- Flower preservative



Containers:

- Vases,
- Bowls,
- Baskets,
- Trays
- Wreath frame

202. WHAT IS MEANT BY BALANCE IN FLOWER ARRANGEMENT?

Balance means that the finished arrangement does not fall over or look as if it will fall over.

- Consider the balance from top to bottom, side to side, and front to back.
- Balance is a feeling of rest, security or stability.

There are two types of balance – symmetrical (or formal) balance and asymmetrical (or informal) balance.

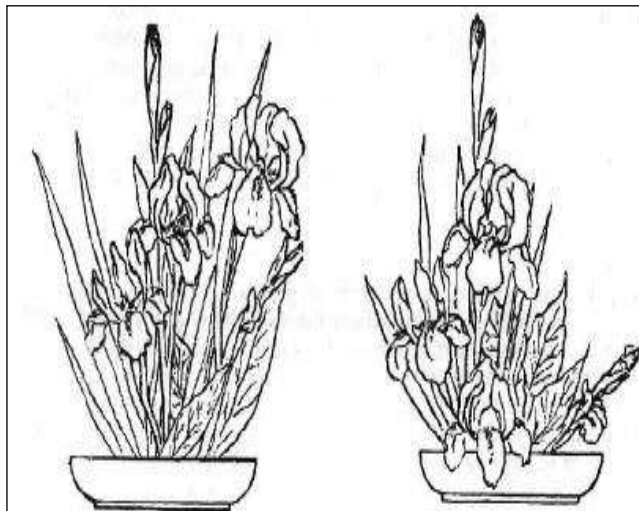
➤ Symmetrical (or formal) balance

- Symmetrical balance (formal balance) means that one side of the arrangement is nearly a mirror image of the other.
- Symmetrical balance requires a repetition of flowers, buds, and foliage on both sides of the central axis with the two sides as nearly alike as possible.

➤ Asymmetrical balance (informal balance)

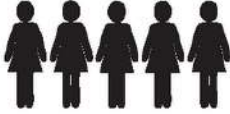

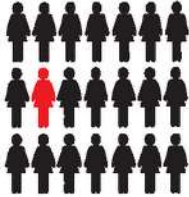
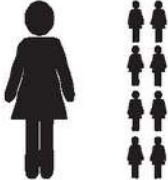



- Asymmetrical balance (informal balance) means that the plant material and placement are different on each side of the central axis.
- Although the sides of the arrangement differ, they should have equal visual weight to maintain a sense of balance.

- Asymmetrical balance different and foliage.
- The axis in informal not need to be middle of the



arrangements
flowers, buds,

balance does
through the
container.

<h1>The Principles of Design</h1> <p>(how to use the tools to make art)</p>		
<p>Pattern</p>		<p>A regular arrangement of alternated or repeated elements (shapes, lines, colours) or motifs.</p>
<p>Contrast</p>		<p>The juxtaposition of different elements of design (for example: rough and smooth textures, dark and light values) in order to highlight their differences and/or create visual interest, or a focal point.</p>
<p>Emphasis</p>		<p>Special attention/importance given to one part of a work of art (for example, a dark shape in a light composition). Emphasis can be achieved through placement, contrast, colour, size, repetition... Relates to focal point.</p>
<p>Balance</p>		<p>A feeling of balance results when the elements of design are arranged symmetrically or asymmetrically to create the impression of equality in weight or importance.</p>
<p>Proportion/ Scale</p>		<p>The relationship between objects with respect to size, number, and so on, including the relation between parts of a whole.</p>
<p>Harmony</p>		<p>The arrangement of elements to give the viewer the feeling that all the parts of the piece form a coherent whole.</p>
<p>Rhythm/ Movement</p>		<p>The use of recurring elements to direct the movement of the eye through the artwork. There are five kinds of rhythm: random, regular, alternating, progressive, and flowing. The way the elements are organized to lead the eye to the focal area. Movement can be directed for example, along edges and by means of shape and colour.</p>

204. WHAT IS THE PERSON CALLED WHO CLEANS AND MAINTAINS CARPETS IN HOTEL?

House porter/House person

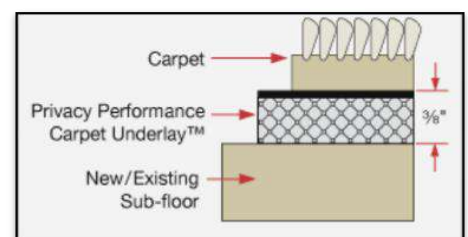
HOUSEPERSON DUTIES AND RESPONSIBILITIES:

- Cleans rugs, carpets and upholstered furniture using a vacuum cleaner, broom and carpet shampoo machine.
- Cleans rooms, hallways and restrooms.
- Washes walls and ceiling, moves furniture's and turn mattress.
- Sweeps, mops, scrubs, waxes and polishes floor.
- Dusts and polishes metalwork.
- Collects soiled linen for laundering.
- Received linen supplies from floor shoots.
- Maintains housekeeping carts.
- Removes trash collected by room attendants.
- Walk all assigned floors at beginning and end of shift to collect Newspaper bags, newspapers, trash, and soiled linen.
- Pickup clean linen and refill the par stock of linen on each floor pantry.
- Deliver towels, cribs, cots and other items to the guest rooms on requests.
- Perform duties of room attendant when necessary.
- Sort linen, stock room attendant closets.
- Refill the par stock of guest amenities and supplies on each floor pantry.
- Help the room boys / house maids with the heavy lifting when super cleaning / spring cleaning of rooms.
- Clean all public areas in the prescribed manner while following department standard operating procedures.
- Remove soiled linen and trash from the pool side and other service area and take to appropriate locations in the prescribed manner.
- Assist room boys / house maid with placing bed boards, roll-ways beds, extra bed etc.
- Report missing / found articles, damage or merchandise problems to the housekeeping supervisors.
- Respond at all times in a friendly, helpful manner to guests and other colleagues.
- Take up any tasks assigned by the supervisors as and when needed.
- Report to work in required uniform and in adherence with the Hotels Dress Code Policy.
- Must be able to work independently and as a team player

HOUSE PORTER
<ul style="list-style-type: none">• Reports to the Public Area Supervisor.• Job involves heavy physical work.
Responsibilities:
<ul style="list-style-type: none">• Clean and shampoo carpet• Shift and arrange beds, chairs and heavy furniture.• Clean the swimming pool.• Take down and re-hang curtains as needed.• Wash walls, chandeliers and other hard to reach areas.

205. WHAT IS THE ADDITIONAL MATERIAL KNOWN AS WHICH IS USED UNDER THE CARPETS TO PROTECT THE CARPET?

- Underlay or underlayment generally refers to a thin layer of cushioning made of materials such as sponge rubber, foam, felt, crumb rubber, or recycled plastic; this material is laid beneath carpeting to provide comfort underfoot, to reduce wear on the carpet, and to provide insulation against sound, moisture, and heat.
- In general, it is a layer which is underneath another layer so underlay is thus also used to describe many different surface-covering products.



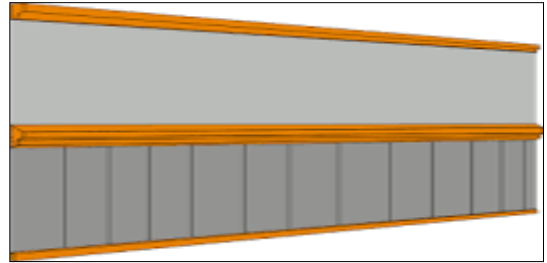
206. WHAT IS THE LOWER PART OF AN INTERIOR WALL CALLED WHICH IS HIGHLIGHTED OR DECORATED?

Dado

- In architecture, the dado is the lower part of a wall, below the dado rail and above the skirting board.
- The word is borrowed from Italian meaning "die" (as an architectural term) or plinth.
- This area is given a decorative treatment different from that for the upper part of the wall;



- For example: paneling, wainscoting or lincrusts.
- The purpose of the dado treatment to a wall is both aesthetic and functional.
- Historically, the paneling below the dado rail was installed to cover the lower part of the wall which was subject to stains associated with rising damp; additionally it provided protection from furniture and passing traffic.
- The dado rail itself is sometimes referred to misleadingly as a chair rail, though its function is principally aesthetic and not to protect the wall from chair backs.
- The dado rail is traditionally part of the dado or wainscot and, although the purpose of the dado is mainly aesthetic, the dado rail may provide the wall with protection from furniture and other contact.



207. WHAT DO YOU CALL THE CURTAINS WHICH ALLOW LIGHT TO ENTER THE ROOM?

Sheer curtain:

- A sheer curtain is the type that allows the most light through the fabric, which also means it offers the least privacy.
- It's possible to see completely through the fabric.
- Sheer curtains are sometimes paired with opaque drapes for a more formal look, as well as additional privacy after dark.
- Sheer curtains have come a long way since 'nets' were a thing.
- They are available in plain or patterned and made from a variety of materials.
- Because sheers are constantly exposed to a lot of light it is recommended to choose based on fade resistance as well as appearance.
- Cotton, including gauzy fabrics and linens, creates fine textures that offer a romantic, sophisticated look.
- High-end polyesters can give a glamorous, ornate effect that is easy to clean and maintain.
- Lace comes in a variety of colours and often has intricate imagery of plants and flowers.
- Some people find lace to be a bit old fashioned but there are modern styles available.
- Silk comes in both soft and metallic textures, and offers a luxurious, contemporary look.
- Often silk is blended. Chiffon is a more cost effective option that can look similar to silk.
- Voile is often made of cotton or a cotton blend. Its crisp, open weave fabric gathers and drapes beautifully.



208. WHAT ARE THE SMALL STRUCTURES UNDER BED AND TROLLEYS WHICH HELP IN THEIR MOVEMENT?

Casters

- A caster (or castor) is an undriven, single, double, or compound wheel that is designed to be attached to the bottom of a larger object (the "vehicle") to enable that object to be moved.
- They are available in various sizes, and are commonly made of rubber, plastic, nylon, aluminum, or stainless steel.



209. RULES OF IKEBANA WERE LAID DOWN IN WHICH COUNTRY?

Japan

All the schools of Ikebana adhere to 7 basic principles/rules of Ikebana

➤ Silence:

- Ikebana is a time to observe nature.
- To work with nature and find it's form.
- It brings peace to mind and makes more tolerant



- Minimalism
 - Ikebana is influenced by Buddhist ideals of minimalism
- Shape and line
 - There is an emphasis on shape of Ikebana
 - As with everything else in Ikebana
 - Shapes should be minimal and natural
 - Lines are graceful
- Form
 - The form of an Ikebana arrangement is found rather than planned.
 - What is already in oneself and nature can be found in Ikebana arrangements.
- Humanity
 - Ikebana incorporates humanity as well as nature
 - Ikebana is a reflection of inner feelings
- Aesthetics
 - Ikebana is drawn from Japanese aesthetics
- Structure
 - The basic structure of Ikebana is a scalene triangle
 - The scalene triangle is delineated by three main points.
 - These are often formed with twigs.
 - The three points of ikebana represent Heaven, Earth and Human

210. WHAT ARE THE DIFFERENT COLORED FOAMS USED FOR ARRANGEMENTS?

FLORAL FOAM

- It is also called as Oasis.
- It is cellular plastic material. Floral foam is inexpensive and may be purchased from floral supply stores, arts & crafts stores or florists.
- Floral foam is best used for line-mass or mass arrangements, but may be used in some line arrangements also.
- There are two colors available in foams:

Green foam:

- This needs to be soaked in water for a least for half an hour and then fresh plant material can be inserted into it.
- The popular shapes for green foam are 'rounds' and 'blocks'.
- This type of foam is extremely light when dry, but its weight increases by over 30 times when saturated with water
- The green foam should be wrapped in plastic or foil after use to prevent degradation from atmospheric moisture



Brown/Grey foam:

- This is used only for dry plant material or artificial display materials
- The advantage of this type of foam is that stems can be at any angle in both shallow and deep containers.
- The problem of smelly water is also eliminated for longer lasting arrangements.
- In case of large arrangements, however, extra support of chicken wire is required.



Instructions for usage of wet foam:

- Before use, soak the foam in a pail of water until it barely floats.

- A clear floral preservative should be added to the water to extend the freshness of the floral arrangement.
- Cut a piece to of foam fit the container tightly and force it into place; the container should be mostly filled with the foam.
- Cut off a small piece of the corner of the foam so that water may be added to the arrangement later as needed.
- Floral tape may be used to secure the foam if needed.
- Fill the container with water. Insert stems to the bottom of the foam; it is more important with heavy or large flowers that the stem be placed all the way to the bottom of the foam for added support.



211. WHAT IS THE EQUIPMENT USED TO CUT THICK AND WOODY PLANT MATERIAL?

Hedge shears are designed to cut woody material up to ½ inch thick.

- A hedge trimmer, shrub trimmer, or bush trimmer is a gardening tool or machine used for trimming (cutting, pruning) hedges or solitary shrubs (bushes).
- Different designs as well as manual and powered versions of hedge trimmers exist.
- The power source of stand-alone hedge trimmers can be human power, gasoline, or electricity.
- Manual hedge trimmers (sometimes also called hedge shears or hedge clippers) are designed as large scissors or large pruning shears. They do not need anything to operate and are cheapest/most environmentally friendly.
- Motorized hedge trimmers allow work to be done faster and with less effort than manual ones. Their cutting mechanism is similar to that of finger-bar mowers. Powered trimmers are generally designed with safety devices such that they work only when both of the operator's hands are on the handles.
- Gasoline-powered trimmers tend to be more powerful but can be heavier and more difficult to start.
- Electrical trimmers tend to be lighter and less powerful (than gasoline variants) as well as less polluting/noisy, yet still require an electrical cord with most types (if not equipped with rechargeable batteries).



212. WHAT ARE WOODEN LOGS NATURALLY SWEPT AWAY IN RUNNING WATER CALLED?

Driftwood

- It is wood that has been washed onto a shore or beach of a sea, lake, or river by the action of winds, tides or waves. It is a form of marine debris or tide wreck. In some waterfront areas, driftwood is a major nuisance. Driftwood can become the foundation for sand dunes.
- It is a form of marine debris or tide wreck.
- In some waterfront areas, driftwood is a major nuisance. However, the driftwood provides shelter and food for birds, fish and other aquatic species as it floats in the ocean.
- Gribbles, shipworms and bacteria decompose the wood and gradually turn it into nutrients that are reintroduced to the food web.
- Sometimes, the partially decomposed wood washes ashore, where it also shelters birds, plants, and other species.
- Driftwood can become the foundation for sand dunes.
- Most driftwood is the remains of trees, in whole or part, that have been washed into the ocean, due to flooding, high winds, or other natural occurrences, or as the result of logging.
- There is also a subset of driftwood known as drift lumber.
- Drift lumber includes the remains of man-made wooden objects, such as buildings and their contents washed into the sea during storms, wooden objects discarded into the water from shore, dropped dunnage or lost cargo from ships (jetsam), and the remains of shipwrecked wooden ships and boats (flotsam).



- Erosion and wave action may make it difficult or impossible to determine the origin of a particular piece of driftwood.
- Driftwood can be used as part of decorative furniture or other art forms, and is a popular element in the scenery of fish tanks.

213. WHAT ARE BAMBOO STEMS CUT IN THIN LONG STRIPS CALLED?

The thicker strips of Bamboo are called as 'Cane' and the thinner strips are called 'Wicker'.



Cane:

- Cane is basically a part of the rattan plant. It is produced simply by peeling off the skin of the rattan vine.
- This material is then wrapped in solid hardwood, steel, or aluminum frames to create a more appealing furniture item.
- Cane as a wicker material effectively highlights the mottled coloring and pattern of rattan skin.
- One great quality of cane is that it is less porous.
- This means that it can easily repel spillage. The remaining liquid can be easily wiped down by a dry towel.
- Canes are highly pliable in nature, thus it is ideally used in the production of chair seats or surface texture to the façade of furnishings.
- As mentioned above, cane is also used in combination with rattan materials so as to highlight it beautifully.
- Unlike rattan which is most commonly treated and painted, cane is left in its natural round state.
- In terms of strength, cane is generally stronger than rattan, thus it is most commonly used for binding purposes.

Wicker:

In general, a wicker may refer to a natural or synthetic vine or grass that is then woven into a pattern. The resulting form from the weaving or interlacing materials is aptly called as wickerwork. Wicker furniture is then made from weaving slender branches around wooden or metal frames to produce chairs, tables, and sofas among others. Wicker furniture are made from either natural or synthetic materials.



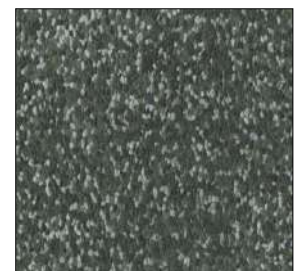
Natural Wicker

- Reed
- Cane
- Rattan
- Sea grass
- Bamboo
- Willow

Synthetic Wicker

- Resin
- Vinyl

Depending on user's preference, wicker furniture may be left natural, stained, or painted.



214. WHAT IS GRANOLITHIC?

Granolithic contains fine granite chippings or crushed granite, used to render floors and surfaces.

- Granolithic screed is a floor topping which is placed on to an existing hard base (usually a concrete slab), to form a durable top surface.
- It comprises hard aggregates, cement and sand which are blended with water and sometimes polymers to make a workable mix.
- A granolithic screed floor is sometimes topped with a floor covering, such as tiles – but it can be left as the final floor finish if required.

- It refers to the hard aggregates in the screed, which can often be granite – but they are not necessarily so. Limestone can also be used; and some screeds are available on the market which contains recycled building materials.
- Granolithic screed is used for applications where the surface needs to be hard-wearing like concrete, yet with a smoother finish. So, it can be used in a wide range of industrial flooring applications, such as food processing plants, industrial manufacturing and engineering, plus external pavements and ports, to name but a few.
- It's usually a slightly textured finish – not entirely smooth, but smoother than concrete, and not unpleasant to look at or walk on. Some screeds are available in colors',
- If a smoother surface is required, and the floor doesn't need to be so hard-wearing, then other screed mixes are available which will give a finer finish.
- It's important to thoroughly clean the substrate first, and then apply some kind of bonding agent to the concrete, as specified by the screed manufacturer.
- The screed will contain a significant amount of cement, which needs water to activate it – so you need to treat the screed in the same way as you would concrete, which means using a bonding agent so the two surfaces don't pull away from each other (delaminating).
- Follow the manufacturer's instructions carefully to make sure you get good results
- Consider what the floor will be used for, and what hazards might occur.
- For example, if the floor needs to be cleaned regularly, to comply with hygiene requirements, make sure the screed has been designed to withstand regular contact with cleaning detergents.
- Check that the aggregate particles in the screed have been graded, so they are about the same size.
- This will reduce the chance of air bubbles forming in the mix, which can weaken the screed.
- Consider the temperature range for the building, and ensure the screed will keep its properties in those conditions.
- For freezer or furnace environments there may be extreme temperatures.



215. WHAT IS MOSAIC?

Mosaic flooring is very old types of flooring. Floor mosaics are made from small round pieces of stones.

- Most mosaics are made of small, flat, roughly square, pieces of stone or glass of different colors, known as Tesserae
- For the construction of mosaic flooring, a concrete base is prepared and over it lime surkhi mortar is spread to a depth of 5 to 8 c They form design pattern and give a beautiful look to the room, m and leveled.
- The area over which this is spread is restricted to a suitable working period so that the mortar may not get dried before the floor is finished.
- Construction of Mosaic Flooring
- Mosaic flooring consists of:
 - Concrete layer
 - A layer of cementing material of about 3mm thick (consisting 2: 1: 1 ratio of lime and marble and pozzolana material).
 - After starting marble pieces a stone roller about 30 cm diameters, 45 to 6 cm long is passed over the surface gently, water being sprinkled over now and then to work up the cement between the marble pieces.
 - The surface thus prepared is allowed to set for 24 hours and is rubbed with pumice stone 20 cm x 25 cm x 7 cm fitted to a long wooden handle.
 - The object is to polish the surface and to make it smooth and level. The floor is dried for about two weeks before use.

216. WHAT IS THE PERFECT TIME TO CUT FLOWERS?

- Before sunrise/after sunset is the ideal time to cut fresh flowers.
- The flowers have had the benefit of cool night air and morning dew.
- Their stems are filled with water and carbohydrates and so are firm to the touch.



- As the day warms up, flowers gradually dehydrate.

217. WHAT IS A WREATH?

- An arrangement of flowers, leaves, or stems fastened in a ring and used for decoration or for lying on a grave is called as Wreath.
- The wreath has significant meaning for the season.
- It's circular shape represents eternity, for it has no beginning and no end.
- From a Christian religious perspective, it represents an unending circle of life.
- The evergreen, most frequently used in making wreathes, symbolizes growth and everlasting life.
- The first notes that the wreath dates back to ancient Greece & Rome, where members of Greco-Roman society would hand-make ring-shaped "wreaths" using fresh tree leaves, twigs, small fruits & flowers.
- Worn as headdresses, these wreaths represented one's occupation, rank, achievements, and status.



218. WHAT TYPE OF FLOWER ARRANGEMENT IS PLACED ON A RESTAURANT TABLE?

The flower arrangement on restaurant should be:

- Simple – e.g. fruits placed in a low container, two or three flowers and a few leaves in a small container, etc.
- Appropriate in size – since the table is in use for eating and not for showing flowers, the arrangement should be small and neat and not so large and overflowing so to fall into the plates, etc. It should not be too dominating.
- Proper in shape – flowers should never interfere with conversation on the dining table.
- A low arrangement is most suitable and the design should look attractive from all sides. The shape of the table will usually dictate the shape of the flower arrangement. A rectangular table may need a design that is long, etc.



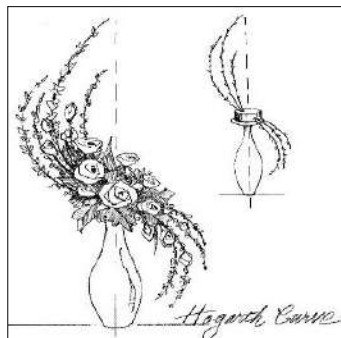
219. GIVE FIVE EXAMPLES OF ACCESSORIES USED IN FLOWER ARRANGEMENTS?

- Baskets
 - metal containers
 - Candle cups
 - Drift wood
 - Miniature dolls
- are five examples of Accessories used in flower arrangements.

220. WHAT IS S-SHAPED FLOWER ARRANGEMENT ALSO CALLED AS?

The S-Shaped flower Hogarth shaped arrangement.

arrangement is also called as



221. NAME ANY FIVE TOOLS USED FOR FLOWER ARRANGEMENT

- Floral Scissors
- Pruning knife
- Wire cutter

- Secateurs
- Floral Knife

222. WHICH FLOWER ARRANGEMENT IS PLACED IN VIP ROOM?

In VIP rooms, Triangle shaped flower arrangements are either placed on coffee table or dining table (in suites) when they should be round and on writing tables, usually with the back to the wall in which case they can be front facing.

223. WHICH FLOWER ARRANGEMENT IS SUITABLE FOR LOBBY?

Huge and spectacular arrangements are suitable in the lobbies.

224. WHICH FLOWER ARRANGEMENT IS SUITABLE FOR FRONT DESK?

Flower arrangements on front desk are made keeping in view the large counters they have to be put on and they should command a dominant position where they can be viewed by a large number of people. Normally it should be front facing.

225. LIST ANY FIVE DO'S & DON'TS WITH FLOWER ARRANGEMENT?

Do's	Don'ts
Decide where to place flower arrangement before making it to determine if the finished piece should be tall or wide or round and full.	DON'T use tall arrangements for dinner table centerpieces and expect your guests to be able to see each other across the table.
Select a container that is appropriate for the decor and/or theme of the arrangement. Consider the material the container is made of brass, silver, glass, pottery, plastic; the shape square, round, tall and slim, short and stout; and the style sleek and modern, ornate and nostalgic, tailored and conservative, or free formed and artistic.	DON'T combine flowers which do not naturally blend well. Consider the morphology, texture, as well as the color. For example, bold, angular, shiny tropical flowers such as bird of paradise do not blend well with softer, delicate, ruffled flowers such as sweet peas.
Choose a vase that is in proportion to the flowers. Often the vase should make up one half to one-third the size of the total arrangement (for example, three-foot tall gladiolus need a 12 - 18" vase).	Never place a fresh flower arrangement where it will be exposed to direct draughts from a fan or window. To prevent dehydration, keep cut flowers away from direct sunlight and large appliances as well.
Use tall, cylindrical vases for arrangements that incorporate line flowers, such as gladiolus, Liatris (gayfeather), Delphinium, snapdragons, and bells of Ireland	Do not put flowers near a bowl of citrus fruits as they emit ethylene gas when ripening, which causes wilting of flowers.
DO use vases with a belly (such as urns or ginger jars) for mass and filler flowers. Mass flowers include roses, carnations, sunflowers, lilies, tulips, daffodils, and chrysanthemums. Filler flowers include statice, baby's breath, Wax flower, Queen Anne's lace, and Saponaria	Do not expose flower arrangements to hot stations, coolers and heavy breezes.
Condition the flowers by cutting the stems diagonally under water. This prevents air bubbles from forming that can block water from being drawn up into the flowers. The diagonal cut allows a wider surface from which flowers can drink. Remove the foliage from stems which will be under water. This discourages life-shortening bacteria from forming due to decaying foliage in the vase water. Add the right amount of floral preservative to the vase water (see instructions on preservative package).	Do not touch the flower arrangements too many times, as it makes the flowers wilt faster.

226. LIST OUT FIVE PRINCIPLES OF FLOWER ARRANGEMENT

PRINCIPLES OR DESIGN OF FLOWER ARRANGEMENT

SCALE

Scale is easy to understand as we can all recognize when small flowers look wrong in a large container, etc. However size is relative – an object seen by itself is not big or small unless it is seen next to another object for comparison. If the difference is great then objects do not go well together.

In flower arrangement –

- Each piece of plant materials should be related to the others in size.
- The base should neither be too big or too small for the rest of the design.
- Any accessory used should be in scale with the remainder of the design and should not seem huge or dwarfed.
- The whole design should be in scale with its setting. E.g. on a dining table, the flower arrangement used should leave enough room for china and should not inhibit conversation.

PROPORTION –

- Good proportion refers to pleasing amount of things and again it a matter of relationships.
- The same amounts of material that appears too much for one container may seem correct for another.
- Scale concerns relative size and proportion concerns relative amounts.
- A number of arrangements can be made for a room and all may be in scale with their setting but the number of arrangements may be too many, so the proportion of arrangements to the room is not pleasing.
- A guideline is that the plant material should be one and a half times the height or the width, whichever is the greatest, of the container.
- Equal amount of things lack interest and on the other hand too much of one thing is also not pleasing.
- Here the eye is the only judge.

BALANCE –

Here, physical as well as visual balance needs to be considered.

- Physical balance: this is vital for any arrangement.
- If it is too asymmetrical, then there is a danger that the whole arrangement will tip over.
- The mechanics must always be securely fixed and the container should always be heavy enough to support the plant material.
- The more one-sided the display, the heavier the container should be. Sand and gravel can be added to achieve this.
- Visual balance: this calls for the arrangement to look stable even if it is one-sided. To increase the visual weight of the lighter side, keep in mind that –
 - a) Dark flowers look heavier than pale ones.
 - b) Round flowers look heavier than trumpets and conical ones.
- Top to bottom balance also needs to be considered.
- Large flowers placed centrally and close to the bottom of the arrangement give a feeling of good balance.
- Symmetry and asymmetry:
 - This refers to the outline or the shape of the design.
 - If design is symmetrical, then its shape is exactly the same on either side of the centre.
 - If asymmetrical design, then shapes are dissimilar and balance depends on the eye being attracted to both sides of the design equally by the use of different colours, shapes and textures.

RHYTHM OR MOVEMENT-

- This involves using techniques and materials that guide the eye from one part of the display to another.
- Rhythm can be in colour, size and shape

Rhythm in flower arrangements may be achieved by –

- Using curved stems
- Hiding all or part of any tall, straight stems.
- Placing flowers 'in and out' through the arrangement.

- Having flowers at various stages of development in the arrangement.
- Using foliage of various sizes and contrasting shapes.
- Having an irregular line of various- sized blooms.
- Rhythm is best achieved by repetition and easy gradual change.

CONTRAST:

- Contrast and variety add interest to life and opposite things emphasize each other.
- A flower arrangement can be dull without contrast.
- Contrast can be created in shape – by turning the flowers to different ways when all roundflowers are used.
- Contrast can be achieved by introducing line plant material.
- Strong contrast in textures can be used for interest.
- Very strong contrasts should be avoided as too much contrast may upset the unity of the arrangement.

EMPHASIS/ DOMINANCE:

This involves having one or more areas in the arrangement to which the eye is drawn and on which it rests for a short time. This point is known as a 'focal point' or 'centre of interest'. The usual methods to achieve emphasis are as follows-

- Include a small group of bold flowers (dominant material).
- Use an unusual container.
- Use striking foliage.
- Have sufficient plain background.

HARMONY/ UNITY:

- In a pleasing flower arrangement, the plant material, container, base, accessory and setting should all be in harmony.
- Similarity in appearances between materials help s give repetition and a feeling of harmony, e.g., the curve of a piece of driftwood, etc.
- The resemblance in all cases need not be identical but a link in appearances is an echo giving a feel of relationship.
- The important fact here is that all plants look as if they belong to the arrangement and give a look of unity.

227. WHAT IS THE TIP TO MAKE A DARK ROOM LOOK BRIGHTER?

Paint walls of the room with light or white paint to make the room look brighter

- It is a generally known fact that light colors make a room look bigger and brighter.
- Light and bright walls are more reflective, making a space feels open and airy, which helps maximize the effect created by natural light.
- Dark colors, on the other hand, tend to absorb light, making a room look smaller.
- For an optimum effect, soft tones of off-white, blue and green are used
- Always remember that brighter rooms look bigger and more inviting.
- Paint wall trim and moldings in a lighter color than the walls.
- By doing so, the walls will appear farther back, making the room seem bigger.



228. WHAT IS THE TIP TO MAKE A SMALL ROOM LOOK?

The below are the tips for making a small room look bigger:

- Give mirror effect or lay large tiles or stones for flooring in the room.
- Choose darker colour tones
- Always place flooring diagonally
- Use Larger Tiles
- Use Large Patterned Carpet Tiles
- Keep Storage Off the Floor to Make it More Visible
- Make flooring consistent throughout the room



229. WHAT IS MIXED IN WATER TO MAKE FLOWERS LAST LONGER?

Sugar

External sugars can be provided to cut flowers by dissolving a known amount of sugar, along with a biocide, into the vase solution.

- The optimum concentration of sugar varies significantly depending on the flowers being treated. Most flowers benefit from a continuous supply of 2% sugar in the vase solution.
- Some flowers, such as Gladioli, have been shown to benefit from higher concentrations, such as a 4 to 6 % sugar solution.
- Other flowers, such as Zinnias and Coralbells, sustain damage when treated with concentrations of sugars higher than 1%.
- Still others, such as Chrysanthemums and China Asters, do well without any sugar in the keeping solution.
- Therefore, it is important that before treating the entire batch of flowers, a small-scale experiment be conducted using the information in Table 1 as a guideline.
- A close approximation of a 1% sugar solution can be obtained by dissolving 2 level teaspoons of sugar into a quart of water. (To be accurate, dissolve 10 grams of sugar and bring up to a 1-liter solution with water.)
- To that, add a biocide to inhibit the growth of microorganisms.



230. NAME FIVE FILLERS USED IN FLOWER ARRANGEMENT?

Fern: Leather Fern

- Also known as the leather leaf fern, this plant grows year-round and can last anywhere from seven to 21 days.
- The leather fern is thick and extends out on the sides in a unique formation.
- The way the stem branches out creates a triangular shape and is great for adding body to floral decor.
- It can stand alone in a vase as a center piece or add a tropical flair to a floral arrangement.



Ivy

- Ivy is perfect for accessorizing and can be added to anything from floral headdresses to table centerpieces.
- The leaves of ivy are unique in their triangular shape.
- The leaves cascade down its branches, making it ideal for wrapping around wreaths and adding flow to floral baskets.
- Ivy has a longer lifespan than most types of greenery; it lasts for months or even years, so it works great for home decor during holiday months or celebrations.



Buttercups

- Native to Asia and celebrated for its medicinal properties as well as its bright beauty, the small camellia-like ranunculus ranges from white to pink, red to yellow to orange.
- Also known as Buttercup and Coyote's Eyes.



Coral bells

Coral bells may also be known by alumroot.

- These perennial plants are hardy to USDA plant hardiness zone 3 and though they're usually listed as evergreens in many climates.
- They can actually be found in several foliage colors—like bronze, purple, and more.
- The spikes of tall, bell-shaped blooms is where the coral bells flowers get their name and are just as impressive as the foliage color, blooming in late spring to early summer.
- There are also late-blooming types available.



- The flower color varies too, with colors ranging from white and pink to light coral and deep red.

BLEEDING HEART OR ASIAN BLEEDING-HEART)

- It is a species of flowering plant in the poppy family Papaveraceae, native to Siberia, northern China, Korea and Japan.
- It is the sole species in the monotypic genus Lamprocapnos, but is still widely referenced under its old name *Dicentra spectabilis* .
- It is valued in gardens and in floristry for its heart-shaped pink and white flowers, borne in spring..
- The flowers strikingly resemble the conventional heart shape, with a droplet beneath – hence the common name.
- Instead of green foliage, this plant will produce beautiful golden yellow foliage (chartreuse in more shade). Pink and white heart-shaped blooms appear in spring.
- Cut flowers of Bleeding heart are arranged in containers along with contrast flowers.
- Due to its Exclusive appearance this foliage created a focal point in the flower arrangements



231. WHAT ARE THE MATERIALS USED TO MAKE AN OASIS FOR FLOWER ARRANGEMENTS?

Materials used to make an oasis are:

- A solid plastic, in the shape of a small resin granule known as polystyrene, is the key ingredient used to make dry, hard floral foam.
- Additives can be included in the manufacturing process and a blowing agent is added to make the melting material foam able.
- Polyurethane is the main ingredient in liquid foam, along with a hardening agent.
- The wet foam is also available in many forms. Some are shaped into balls or spheres, for making pomanders or interesting centerpieces.
- For the use of bridal bouquets, they come with plastic holders.
- For the use of wreaths, they come with a plastic container in the shape of doughnut or heart shape.
- It all depends on which type of arrangement is made.

Process:

- Liquid floral foam is created when polyurethane is mixed with a hardening agent, producing a liquid.
- The liquid, once molded with the hardening agent is bottled and sold to consumers for use independently.
- The liquid expands into a foam shape once placed into another container, filling it with foam the exact size and shape of the object containing it.
- Polystyrene resin granules are input into an extrusion machine similar to the extruder used to manufacture polyester carpet in order to melt the hard, plastic pellets into a moldable product.
- Heat and pressure inside the machine, along with any additives used and the blowing agent, melts the granules of polystyrene and moves them in liquid form into a mold or die within the machine.
- The granules are then shaped into the desired form and trimmed as needed.