

- Q.21 Explain the following :
a) OS b) DND c) DL d) RS
- Q.22 Define the following :
i) Maid's trolley
ii) Front of the house area .

SECTION-D

Note: Long answer type questions. Attempt any two questions out of three questions. (2x8=16)

- Q.23 Enlist at least eight guest room and eight bath room supplies .
- Q.24 Discuss briefly importance of guest room inspection and how it should it be conducted ? Support your response using the appropriate format .
- Q.25 Design a neat layout of suite room in a five-star hotel and label the areas.

No. of Printed Pages : 4
Roll No.

223924

2nd Year / Hotel Management & Catering Technology

Subject : Housekeeping Operations-II

Time : 3 Hrs.

M.M. : 60

SECTION-A

Note: Multiple choice questions. All questions are compulsory (6x1=6)

- Q.1 Light service given to the room, also known as "Touch up" service.
a) Bup Service b) Special Service
c) Second Service d) Daily Service
- Q.2 Important register in housekeeping department used to pass information or message to another shift staff.
a) Missing Register b) Log Book
c) Discard Register d) Record Register
- Q.3 The intensive cleaning schedule in which periodic cleaning tasks are scheduled for monthly, quarterly, half-yearly, or annual frequency.
a) Periodic Cleaning b) Frequency Cleaning
c) Daily Cleaning d) Deep Cleaning

- Q.4 _____ is preparing the bed for the guest in the evening to go to sleep.
- a) Turndown Service b) Morning Service
c) Second Service d) Night Service
- Q.5 The composition marble, quartz, granite, glass, in cementitious mixtures.
- a) Stone b) Terrazzo
c) Cork Tiles d) Carpets
- Q.6 _____ is the kind of leather used mainly in cleaning and polishing.
- a) Lint-Free Cloth b) Chamois
c) Ductile d) Buffing Cloth

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. (6x1=6)

- Q.7 _____ is having revolving drum with a safety shield. The revolving drum, has highly polished steel balls been immersed in a detergent solution with silver articles.
- Q.8 Termite are also called as _____.
- Q.9 _____ is the furniture items provided in the guest room for placing the guest luggage on it.
- Q.10 _____ is the discoloration caused by a chemical reaction between metal and substances found in water, air and food.

- Q.11 _____ service is given to the VIP guest staying in the hotel or on the guest's request.

- Q.12 EPNS stands for _____.

SECTION-C

Note: Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

- Q.13 Discuss in detail about the importance of keeping the lobby clean.
- Q.14 Elaborate on the difference between cleaning of an occupied room and a vacant room.
- Q.15 Identify the different types of pests found in hotel atmosphere, Explain how pest control is carried out in hotels.
- Q.16 Draw a neat layout for the
- a) Call register/ guest message register.
- Q.17 List any four amenities placed in the following areas:
- i) Wardrobe
ii) Mini bar
- Q.18 Examine how will you organize the "Back of the House" area cleaning?
- Q.19 Illustrate the procedure to handle lost and found articles in hotels
- Q.20 Elaborate on the importance of formats and record keeping in housekeeping department.