

No. of Printed Pages : 4
Roll No.....

181213

Annual Pattern (Re-app)

Branch : Hotel Management

Subject: House Keeping Operations Module - I

Time : 3 Hrs.

M.M. : 60

SECTION-A

Note: Multiple Choice Questions. All Questions are compulsory. (6x1=6)

- Q.1 A room situation near the swimming pool with facility for changing is called a
- a) Queen room b) Studio Room
 - c) Cabana d) Penthouse
- Q.2 A bed that folds into the wall is called a
- a) Queen bed b) Murphy bed
 - c) Sofa cum Bed d) Double bed
- Q.3 A floor supervisor reports to
- a) Executive House Keeper
 - b) General Manager
 - c) HR Manager
 - d) Security
- Q.4 Which is not a part of the first aid kit
- a) Blanket b) Bandages
 - c) Prescribed Medicines d) Ice pack

- Q.5 On an average how many rooms can a room attendant clean per shift
- a) 5-10 b) 6-8
- c) 15-20 d) 10-12
- Q.6 How many times must a guest room be cleaned
- a) Once a week b) Twice a week
- c) Once a day d) Twice a day

Section-B

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

- Q.7 Vacant room and vacated room.
- Q.8 Kentucky mop and do-all mop.
- Q.9 Block cleaning and orthodox cleaning.
- Q.10 Stain and Tarnish.
- Q.11 Shower curtain and sheer curtain.
- Q.12 Buffing and burnishing.

Section-C

Note: Short answer type Question. Attempt any Eight questions out of Ten Questions. (8x4=32)

- Q.13 How swimming pool cleaned?

- Q.14 Explain the leave application procedure?
- Q.15 Draw the diagram of maid's trolley.
- Q.16 What are the advantages of having a Duty Roaster?
- Q.17 Write down the procedure of evening service.
- Q.18 Explain the procedure of briefing and debriefing.
- Q.19 Draw the format of babysitting register.
- Q.20 How Health club cleaned?
- Q.21 Define cleaning, why do we clean.
- Q.22 Define:-
- a) Night Report b) Vacant Room

Section-D

Note: Long answer questions. Attempt any Two question out of Three Question. (2x8=16)

- Q.23 Discuss the detail the documents maintained by housekeeping control desk.
- Q.24 What are points to be considered in the choice of cleaning equipments?
- Q.25 List the general rules to be followed by Employees on the guest floors.