

Q.24 Draw the procedure for Daily cleaning of guestroom & bathrooms in a 5 star hotel.

Q.25 Write a note on: Types of Keys and Lost and found register.

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**2nd Sem / 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 The master key is most likely to be held by the
- a) Room maid                      b) Floor waiter
  - c) General Manager              d) Head housekeeper
- Q.2 Following is used to remove metal stains
- a) Water                              b) Organic Solvent
  - c) Acid                                d) Chlorine
- Q.3 Another term for furniture Beetles
- a) Wood worms                      b) Wood Bears
  - c) Wood Moth                        d) Wood rot
- Q.4 Polishing of a surface with a low speed is known as
- a) Damp Dusting                      b) Burnishing
  - c) Buffing                              d) Stripping

Q.5 Preventive pest control is

- a) Sanitation and hygiene
- b) Exculsion
- c) Inspection
- d) all of the above

Q.6 What is the purpose of a hotel's "Housekeeping Report"?

- a) To analyze guest feedback and reviews
- b) To track daily revenue and expenses
- c) To assess staff performance and training needs
- d) To monitor room status and cleanliness

### SECTION-B

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

Q.7 Define ideal housekeeping.

Q.8 What is hard floor?

Q.9 What is room inspection?

Q.10 Define facade cleaning.

Q.11 Explain Housekeeping central Desk.

Q.12 Define Log book.

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### SECTION-C

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

Q.13 Discuss merits of area cleaning.

Q.14 Discuss the main features of guest room inspection report.

Q.15 Elaborate in detail on floor finishes.

Q.16 Explain process of "back of the House" area cleaning.

Q.17 Discuss the manual Cleaning methods for lobby.

Q.18 Explain uses and need of KEY CONTROL.

Q.19 Explain e-key card.

Q.20 List main files and register maintained at housekeeping control desk.

Q.21 Elaborate cleaning process of a guest room.

Q.22 What do you understand by Curative pest control.

### SECTION-D

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

Q.23 What is Pest control? Elaborate main methods of pest control in hotel industry.

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