

- Q.21 Define the various trolley and their uses in housekeeping department.
- Q.22 Explain in briefly duties & responsibility of control desk supervisor.
- Q.23 Draw the organization structure of a housekeeping department in a three star hotel.
- Q.24 Define are cleaning procedure of occupied & departure room.

SECTION-D

Note: Long answer type questions. Attempt any two questions out of three questions. (2x10=20)

- Q.25 Explain in details different types of hotel based on size and location.
- Q.26 Define the laundry, their types and procedure of collecting soiled linen.
- Q.27 Explain the various sub section of housekeeping department in details with their function.

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Subject : Housekeeping Operations

Time : 3 Hrs.

M.M. : 70

SECTION-A

Note: Multiple choice questions. All questions are compulsory (7x1=7)

- Q.1 The following is not part of the guest room cleaning sequence.
- a) Load the housekeeping cart with supplies
 - b) Dust, vacuum and empty trash
 - c) Post charges to guest folio
 - d) Restock amenities
- Q.2 What is the best way to ensure accident prevention at work?
- a) FIFO
 - b) PPE
 - c) Personal Insurance
 - d) CCTV
- Q.3 Which document is used to record information when a threat is received?
- a) Call Register
 - b) Attendance record
 - c) Bomb Threat form
 - d) Emergency calls record

- Q.4 Which of the following is essential to guest room security?
a) Key Control b) Secured Premises
c) Safety awareness d) All of the above
- Q.5 Room attendants are also known as.
a) Room maids b) chamber maids
c) housemen d) helpers
- Q.6 The procedure for entering a guest room is to:
a) enter
b) knocks on door
c) knock again
d) announces housekeeping and wait for reply
- Q.7 Who co-ordinate with the other departments.
a) executive housekeeper
b) floor supervisor
c) assistant housekeeper
d) desk control supervisor

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. (7x1=7)

- Q.8 _____ are services or items offered to guests or placed in guestrooms for convenience and comfort at no extra cost such as soap, shampoo, and stationery.

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- Q.9 _____ refers to the number of items that must be on hand to support daily, routine housekeeping operations
- Q.10 A _____ provides linen supplies for room attendants and stocks guest room floor closets.
- Q.11 The housekeeping and _____ department must work together to make sure that guest room are properly maintained.
- Q.12 _____ are meant to catch any problems that may have been overlooked during cleaning.
- Q.13 _____ are the services or items offered to a guest during their stay.
- Q.14 The lost item of guest are forwarded to the _____.

SECTION-C

Note: Short answer type questions. Attempt any six questions out of ten questions. (6x6=36)

- Q.15 Define the duties & responsibilities of floor supervisor.
- Q.16 Explain the various types of guest loan item used in guest room.
- Q.17 Define the various cleaning agents used in housekeeping.
- Q.18 Write a short note on weekly cleaning register and night reports.
- Q.19 Explain various function of lost & found section.
- Q.20 Explain the bed making procedure step by step in double room.

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