

- Q.21 What is a Turn Down Service? Elaborate in detail.
- Q.22 What are different types of records and registers maintained at Housekeeping Control Desk?
Discuss in detail about any four
- Q.23 What are the various types of Hotels? Explain in brief about any four?
- Q.24 Discuss the interdepartmental coordination and functions of Hotel Housekeeping with front office.

SECTION-D

- Note:** Long answer type questions. Attempt any two questions out of three questions. (2x10=20)
- Q.25 What are the various tasks and functions of Hotel Housekeeping in a Luxury Hotel? Elaborate in detail.
- Q.26 Write step by step Standard Operating Procedure for making a bed in a guest room by Hotel Housekeeping Personnel.
- Q.27 Write a detailed note on Duties & Responsibilities of Laundry Manager in a Luxury Hotel.

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**1st Sem. / Branch : Hotel Management (Semester Sys)
Subject:- Housekeeping Operations-1**

Time : 3Hrs. M.M. : 70

SECTION-A

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

- Q.1 Which of the following is not a type of hotel
 a) Motel b) Ecotel
 c) Roatel d) Monotel
- Q.2 Which of the following is responsible for overseeing the Control Desk of housekeeping department
 a) Laundry Manager
 b) Desk Control Supervisor
 c) Floor Supervisor
 d) Horticulturist
- Q.3 Which of the following areas is not typically managed by the housekeeping department?
 a) Lobby b) Elevators
 c) Lounge d) Kitchen
- Q.4 Which of the following is an example of manual cleaning equipment?
 a) Vacuum cleaner b) Pressure washer
 c) Drugget d) Carpet extractor

- Q.5 Which of the following room statuses indicates that a guest has checked in and the room is requested by the guest to be cleaned?
- a) Vacant room
 - b) Occupied room
 - c) PCMR
 - d) Out of order room
- Q.6 Which of the following registers is used to record guests requests for amenities and housekeeping services from guests?
- a) Night Reports
 - b) Key Handling Register
 - c) Baby sitting Register
 - d) Guest Call Register
- Q.7 Which of the following registers is used to record requests for baby sitting services from guests?
- a) Doctor on call facility
 - b) Key handling register
 - c) baby sitting register
 - d) Guest call register

SECTION-B

- Note:** Objective type questions. All questions are compulsory. $(7 \times 1 = 7)$
- Q.08 Housekeeping staff should not possess honesty and attention for detail in order to be successful in their job (T/F)
- Q.09 Housekeeping staff are responsible for cleaning and maintaining only guest rooms of the hotel. (T/F)

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- Q.10 A dustette is a type of mechanical cleaning equipment used by housekeeping staff (T/F)
- Q.11 A maid's cart is used by housekeeping staff to sale of cleaning supplies and amenities. (T/F)
- Q.12 The occupy report is used by housekeeping staff to keep track of the number of guests who have checked in and checked out of the hotel (T/F)
- Q.13 Housekeeping functions are limited to flower arrangements only: (T/F)
- Q.14 Housekeeping does have pest control under its functions: (T/F)

SECTION-C

- Note:** Short answer type questions. Attempt any six questions out of ten questions. $(6 \times 6 = 36)$
- Q.15 Discuss the hierarchy of Housekeeping Staff in a huge hotel.
- Q.16 What are the attributes of Housekeeping Personnel?
- Q.17 What are the SOP's of Housekeeping in Functional Area Cleaning such as Banquets
- Q.18 Discuss the duties & responsibilities of housekeeping staff at closing shift.
- Q.19 What are mechanical equipments? Discuss in detail about Floor Maintenance Machines.
- Q.20 How can housekeeping staff help to ensure the proper servicing of guest room? Discuss the step by step procedure of guest room cleaning/servicing

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