

- Q.21 Explain the laundry Process.
- Q.22 What are role of Linen Room In housekeeping Department?
- Q.23 Write any 10 Equipments of Laundry Section.
- Q.24 Draw the Lost and Found Slip and Explain its usage.

SECTION-D

- Note:** Long answer type questions. Attempt any two questions out of three questions. (2x10=20)
- Q.25 Explain the different types of keys used in the Housekeeping Department & Explain the methods of Key Control.
- Q.26 What will you do if you found any article in the guest room during cleaning.
- Q.27 What do you understand by Flower Arrangement ? Explain any five flower arrangements used in different locations in hotel.

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DHM / Hotel Mgt.
Subject : Housekeeping Operation Module - II

Time : 3 Hrs. M.M. : 70

SECTION-A

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

- Q.1 Housekeeping's cleaning responsibilities are typically determined by
- The general manager
 - The executive housekeeper
 - The room division director
 - The manager of operations
- Q.2 _____ room is used to store items such as vacuum cleaner, ladder, and roll-away beds.
- Housekeeping stores
 - Heavy equipment stores
 - Lost and found section
 - Florist room
- Q.3 _____ is responsible for mending and stitching uniforms, linen and upholstery

- a) Tailor
 - b) guest room attendant
 - c) head house person
 - d) linen room supervisor
- Q.4 Rooms received by Housekeeping for cleaning are called _____.
- a) Departure room b) Arrival room
 - c) Cleared room d) Vacant room
- Q.5 The Person who cleans the guest room
- a) Horticulturist b) Supervisor
 - c) Room attendant d) Sanitation
- Q.6 A luxurious room situated at the top floor of a hotel
- a) Lanai b) Suite
 - c) Cabana d) Penthouse
- Q.7 Cleaning of carpet which is done by _____
- a) Vacuum cleaner b) Shampoo machine
 - c) Back pack vacuum d) duster

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. $(7 \times 1 = 7)$

- Q.8 _____ is used to record all messages of staff in shift.

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- Q.9 _____ are used for transporting linen/uniform to and from the laundry.
- Q.10 Soiled guest laundry received by _____.
- Q.11 _____ maintains the landscape gardens of hotels.
- Q.12 _____ has bristle that is flexible and set close together, to remove loose soil.
- Q.13 _____ is responsible for laundry department.
- Q.14 Expand GRA _____

SECTION-C

- Note:** Short answer type questions. Attempt any six questions out of ten questions. $(6 \times 6 = 36)$
- Q.15 Explain Cleaning of any three Public areas.
- Q.16 Write down the usage of cleaning agents R1 to R9.
- Q.17 Draw the Organization Structure of Laundry Section.
- Q.18 What are the stain removals? How do you Clean the following Stains
- a) Blood b) Ink
- Q.19 Explain different forms and Formats used in housekeeping Department
- Q.20 What do you understand by back of the house? Why Cleaning of that area is so much important.

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