

Q.18 Discuss functions for which housekeeping department co-ordinates with the F & B department?

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Roll No.

Q.19 Draw an organization chart of medium size hotel.

1st Year / Hotel Management & Catering Technology

Q.20 Full form of:-

Subject:- Housekeeping Operations - I

- a) OS
- b) C/O
- c) VIP
- d) SO

Time : 3Hrs.

M.M. : 60

Q.21 List any four manual cleaning equipment with its use and care in the hotel.

SECTION-A

Q.22 Identify the two-guest room placed in the following area

Note: Multiple choice questions. All questions are compulsory (6x1=6)

- a) Study table
- b) Vanity Counter

SECTION-D

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

Q.23 Draw a neat layout of twin room and labelled it.

Q.24 Discuss in detail the function of housekeeping department in the hotel.

Q.25 Illustrate the various points one should consider while selecting the bed and mattress for a guest room.

Q.1 Which of the following service is not included in housekeeping?

- a) In room dining service
- b) Laundry service
- c) Public area
- d) Guest room service

Q.2 Who handles the guest room laundry, table cloth, napkin and bed sheet?

- a) Valet attendant
- b) Public area attendant
- c) Guest room attendant
- d) Linen & Uniform attendant

Q.3 Which department provides supplies and amenities to the housekeeping department?

- a) Front office department
- b) Purchasing
- c) Security department
- d) Engineering department

Q.4 Taski R3 is used for

- a) Wood Cleaning b) Glass Cleaning
- c) Glass Cleaning d) Room freshener

Q.5 Murphy bed is also known as

- a) Crib bed b) single bed
- c) Sico bed d) Hard board bed

Q.6 A woman who sews clothes is known as

- a) Linen Room Attendant
- b) Seamstress
- c) Laundry attendant
- d) Storekeeper

SECTION-B

Note: Objective/Completion type questions. All questions are compulsory. $(6 \times 1 = 6)$

Q.7 The communication hub of housekeeping is _____.

Q.8 Faucets are known as _____.

Q.9 Room with kitchen facilities _____.

Q.10 Sweeping is done before _____.

Q.11 _____ reports to horticulturist.

Q.12 A room with two single beds meant for one person each _____.

SECTION-C

Note: Short answer type questions. Attempt any eight questions out of ten questions. $(8 \times 4 = 32)$

Q.13 Illustrate the cleaning procedure of a departure room.

Q.14 Enumerate any four desirable qualities essential for housekeeping staff.

Q.15 Define the duties and responsibilities of guest room attendant.

Q.16 Explain briefly the role of housekeeping department in guest satisfaction and repeat business.

Q.17 Enlist the eight items that are placed in the maid's trolley.