

SECTION-D

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

- Q.23 Outline the Organization Chart of housekeeping department in a five star hotel having 400 rooms. List the duties of guest room attendant.
- Q.24 Which are the departments that housekeeping has to co-ordinate in a hotel and why?
- Q.25 Draw a neat layout of housekeeping department and explain various functions of the department.

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223914

Roll No.

1st Sem. / Hotel Management & Catering Technology

Subject : Housekeeping Operations - I

Time : 3 Hrs.

M.M. : 60

SECTION-A

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

- Q.1 Person Responsible for cleaning a room
- a) GRA
 - b) GRE
 - c) Lobby Manager
 - d) Housekeeping Assistant
- Q.2 Checklist use for room inspection is
- a) Brown Room Check List
 - b) Inspection Checklist
 - c) Room Checklist
 - d) Room Inspection Checklist
- Q.3 Main Aim of guest room Inspection
- a) To look after guest security
 - b) To look for any cleanliness or mechanical faults that may have been overlooking during the cleaning
 - c) Both A and B
 - d) None of the above

Q.4 A room with a balcony which generally overlooks a garden, waterfall or any other such element of scenic beauty

- a) Lanai b) Suite
- c) Cabana d) Pent House

Q.5 VIP status could be given to guests because:

- a) Every hotel needs to have VIP's
- b) All the guest should be treated the same
- c) Because they have to go through special check in procedures
- d) There are occasion when the guest are singled out for special attention because of their social status

Q.6 S.O.P. stands for _____

- a) Self Operation Procedure
- b) Service Operating Process
- c) Standard Operating Procedure
- d) All of above

SECTION-B

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

Q.7 What do you mean by Amenity?

Q.8 What is Dutch wife and its placement?

(2)

223914

Q.9 Define Duplex room.

Q.10 What are functions of floor pantry?

Q.11 What do mean by periodic cleaning?

Q.12 Define room status discrepancy.

SECTION-C

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

Q.13 Write a note on frequency schedules for cleaning. Explain how cleaning is organized in hotels.

Q.14 Write the duties and responsibilities of the Floor supervisor.

Q.15 Discuss what a guest room means to a guest. What is the role of housekeeping department in guest's satisfaction and repeat business?

Q.16 Discuss the basic Principles of Cleaning.

Q.17 Discuss the different types of beds used in the rooms.

Q.18 What are the attributes, in your opinion, are absolutely essential in housekeeping staff?

Q.19 Explain the intradepartmental coordination between housekeeping and engineering department.

Q.20 Explain the design features of a maid's cart.

Q.21 Discuss the design and characteristics of 5 types of room in a 5 star category hotel.

Q.22 What do you understand by method of cleaning?

(3)

223914