

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

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

Q.20 Full form of:-

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

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

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

- 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.

(20)

(4)

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### 1st Year / Hotel Management & Catering Technology

#### Subject:- Housekeeping Operations - I

Time : 3Hrs.

M.M. : 60

#### SECTION-A

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

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

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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. (6x1=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. (8x4=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.