

- Q.18 What are some key preventive measures that hotels can take to minimize the risk of pest infestations, and what are some common control measures used to manage pest populations if they do occur?
 - Q.19 What are some common types of keys used in hotel setting, and how does the process of key distribution and management typically differ between different types of keys?
 - Q.20 How do computerized key cards work, and what are some advantages of using this type of key system in hotels?
 - Q.21 How are housekeeping staff and executive typically allocated and scheduled within a hotel, and what factors are typically considered when determine staffing levels for different areas of the hotel?
 - Q.22 What is a room occupancy report, and how is this report used by housekeeping staff to manage their daily tasks and priorities?

SECTION-D

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

- Q.23 How do the routine systems and records of the housekeeping department help to prevent loss and damage of guest property, ensure the special requests are fulfilled , and provide a high level of service of guests?

Q.24 Write step by step Standard Operating Procedure for cleaning a vacant room by Hotel Housekeeping Personnel.

Q.25 Write a detailed notes on Pests: Their classification and Control

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2nd Sem. / Hotel Management & Catering Technology

Subject : Housekeeping Operations - II

Time : 3 Hrs.

M.M. : 60

SECTION-A

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

- Q.1 Which room should be cleaned first by the Housekeeping Personnel in a hotel?

a) Vacant b) Departure

c) PCMR d) Out of service

Q.2 Which areas (s) are usually not included in Hotel Housekeeping's area cleaning?

a) Guest rooms

b) Front-of-the-house Areas

c) Back-of-the-house Areas

d) Kitchen Stewarding

Q.3 Which areas are considered Back-of-the-house Areas in Hotel Housekeeping's area cleaning?

a) Lobby b) Guest rooms

c) Elevators d) Laundry room

Q.4 Which of the following surfaces should be cleaned using a chamois leather in Hotel Housekeeping?

a) Plastic b) Ceramics

c) Wood d) Glass

Q.5 What are the common causes of pest infestation in a hotel?

- a) Improper food storage
 b) Cracks and crevices in walls
 c) Moisture buildup
 d) All of the above
- Q.6** What is a computerized key card in hotel housekeeping?
 a) A traditional metal key used for guest rooms
 b) A plastic key used for maintenance purposes
 c) A digital key used to access guest rooms
 d) None of the above
- SECTION-B**
- Note:** Objective/ Completion type questions. All questions are compulsory. (6x1=6)
- Q.7** Guest rooms are typically cleaned on a _____ basis.
 Fill in the blank:
 a) Daily b) Weekly
 c) Monthly d) Yearly
- Q.8** True/False: Back-of-the-house areas are typically visible to hotel guests.
 a) True b) False
- Q.9** To clean metal surfaces in hotel housekeeping, staffs typically use a _____.
 Fill in the blank:
 a) Soft-bristled brush
 b) Microfiber cloth
 c) Abrasive cleaner
 d) None of the above
- Q.10** True/False: Leather, leatherettes, and rexene are all types of natural leather.
 a) True
 b) False

- Q.11** The purpose of a guest room inspection with a checklist in hotel housekeeping is to ensure _____.
 Fill in the blank:
 a) Staff productivity
 b) Guest satisfaction
 c) Room availability
 d) Ascertaining HK Service Benchmarks
- Q.12** True/False: The lost and found register is a record that is typically kept by the security department.
 a) True b) False
- SECTION-C**
- Note:** Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)
- Q.13** What are some common high traffic areas in hotels, and what specific cleaning challenges do they present for housekeeping staff?
- Q.14** How does the cleaning routine differ between guest rooms and front-of-the-house areas in a hotel, and what specific cleaning tasks are typically involved in each area?
- Q.15** What are some common types of metals found in hotel settings, and what specific cleaning methods and products are typically recommended for maintaining their appearance and functionality?
- Q.16** How does the cleaning and care of glass surfaces differ from other types of surfaces commonly found in hotels, and what are some key considerations for ensuring that glass remains clean and streak-free?
- Q.17** What are some common types of pests that can be found in hotels and what are some specific signs of infestation that housekeeping staff should be aware of?