

Q.21 Explain the following :

- a) OS b) DND c) DL d) RS

Q.22 Define the following :

- i) Maid's trolley
- ii) Front of the house area .

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**2nd Year / Hotel Management & Catering Technology
Subject : Housekeeping Operations-II**

Time : 3 Hrs.

M.M. : 60

SECTION-D

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

Q.23 Enlist at least eight guest room and eight bath room supplies.

Q.24 Discuss briefly importance of guest room inspection and how it should it be conducted ? Support your response using the appropriate format .

Q.25 Design a neat layout of suite room in a five-star hotel and label the areas.

SECTION-A

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

Q.1 Light service given to the room, also known as "Touch up"service.

- a) Bup Service b) Special Service
- c) Second Service d) Daily Service

Q.2 Important register in housekeeping department used to pass information or message to another shift staff.

- a) Missing Register b) Log Book
- c) Discard Register d) Record Register

Q.3 The intensive cleaning schedule in which periodic cleaning tasks are scheduled for monthly, quarterly, half-yearly, or annual frequency.

- a) Periodic Cleaning b) Frequency Cleaning
- c) Daily Cleaning d) Deep Cleaning

(20)

(4)

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Q.4 _____ is preparing the bed for the guest in the evening to go to sleep.

- a) Turndown Service
- b) Morning Service
- c) Second Service
- d) Night Service

Q.5 The composition marble, quartz, granite, glass, in cementitious mixtures.

- a) Stone
- b) Terrazzo
- c) Cork Tiles
- d) Carpets

Q.6 _____ is the kind of leather used mainly in cleaning and polishing.

- a) Lint-Free Cloth
- b) Chamois
- c) Ductile
- d) Buffing Cloth

SECTION-B

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

Q.7 _____ is having revolving drum with a safety shield. The revolving drum, has highly polished steel balls been immersed in a detergent solution with silver articles.

Q.8 Termite are also called as _____.

Q.9 _____ is the furniture items provided in the guest room for placing the guest luggage on it.

Q.10 _____ is the discoloration caused by a chemical reaction between metal and substances found in water, air and food.

Q.11 _____ service is given to the VIP guest staying in the hotel or on the guest's request.

Q.12 EPNS stands for _____.

SECTION-C

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

Q.13 Discuss in detail about the importance of keeping the lobby clean.

Q.14 Elaborate on the difference between cleaning of an occupied room and a vacant room.

Q.15 Identify the different types of pests found in hotel atmosphere, Explain how pest control is carried out in hotels .

Q.16 Draw a neat layout for the

- a) Call register/ guest message register .

Q.17 List any four amenities placed in the following areas:

- i) Wardrobe
- ii) Mini bar

Q.18 Examine how will you organize the "Back of the House " area cleaning ?

Q.19 Illustrate the procedure to handle lost and found articles in hotels

Q.20 Elaborate on the importance of formats and record keeping in housekeeping department.