

## **SECTION-D**

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

- Q.23 Draw Organization Chart of housekeeping department in a five star hotel and list duties of Housekeeping desk.
- Q.24 Elaborate the use & care of cleaning equipment in a hotel.
- Q.25 Discuss type and size of beds in a hotel.

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**1st Sem / Hotel Management & Catering Technology**

**Subject : House keeping Operations - I**

Time : 3 Hrs.

M.M. : 60

## **SECTION-A**

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

Q.1 Jakes is the other name for

- a) Lavatory
- b) housekeeping desk
- c) lobby
- d) all of the above

Q.2 What is skip clean means?

- a) Through clean for each day
- b) Floor to be cleaned later
- c) Skip an area
- d) None of the above

Q.3 Guest use a variety of supplies?

- a) to carry with him
- b) to consume
- c) to be stored
- d) all of the above

- Q.4 Housekeeping's cleaning responsibilities are typically determined by:
- floor supervisor
  - General Manager
  - Executive housekeeper
  - all of the above
- Q.5 Which of the following is NOT one of the basic functions of housekeeping in the hospitality industry?
- Making the bed
  - Cleaning the bathroom
  - Taking out the trash
  - Answering the phones
- Q.6 Deodorizer is used to
- remove stains
  - remove smells
  - wash doors
  - all of the above

## SECTION-B

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

- Q.7 What do you mean by room supply?

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- What is motion study?
- Define a standard room?
- What is floor pantry.?
- What do mean by cleaning?
- What is OOO?

## SECTION-C

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

- Explain process of cleaning in a guest room.
- Describe main functions of the housekeeping supervisor.
- Discuss main guest room amenities.
- Discuss the Basic Cleaning agents.
- Discuss the different types of beds used in the rooms.
- Elaborate housekeeping staff personality traits.
- Explain intradepartmental coordination between housekeeping and accounts department.
- Explain the items to be placed in a maid's cart.
- Discuss special cleaning in a 5 star category hotel.
- What do you understand by selection of bed?

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