

- Q.16 Describe how the accounts department might be involved in the housekeeping operations of a hotel.
- Q.17 Draw the layout of a standard guestroom in a 5-star hotel.
- Q.18 Distinguish between the guest room supplies provided in a standard room versus a suite.
- Q.19 What are some hygiene and safety factors to consider when cleaning?
- Q.20 How should manual cleaning equipment be cared for and maintained?
- Q.21 Identify and describe the different parts of a typical bed.
- Q.22 What are points to be considered while care and cleaning of a bed?

SECTION-D

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

- Q.23 Describe the hierarchy of the housekeeping department in large hotel and write down the duties and responsibilities of a housekeeping floor supervisor.
- Q.24 What are the different types of cleaning frequencies and give 5 examples of each?
- Q.25 Explain the different types of beds. Also, what are the key factors to consider when selecting a bed?

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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 The primary role of room attendant is _____
a) To manage the entire housekeeping department
b) To clean and maintain guest rooms
c) To handle guest complaints and requests
d) To prepare and serve food to guests
- Q.2 What is the responsibility of the GRA if a tap is not working in a hotel guestroom?
a) To ignore the problem and move on to the next task
b) To inform the maintenance / engineering department immediately
c) To handle the problem on their own without involving other departments
d) To inform the food and beverage services department to provide bottled water to the guest

(20)

(4)

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- Q.3 What is a minibar in a hotel guestroom?
- a) A small bar area for guests to prepare their own drinks
 - b) A small vending machine for guests to purchase drinks and snacks
 - c) A room service menu with drink and snack options
 - d) A small refrigerator stocked with beverages and snacks
- Q.4 What items are typically stored on the maid's cart in a hotel?
- a) Linens and towels
 - b) Cleaning supplies and chemicals
 - c) Guest amenities and supplies
 - d) All of the above
- Q.5 What is a Murphy bed?
- a) A bed that folds up into a wall or cabinet for space-saving purposes
 - b) A bed that adjusts to different levels of firmness
 - c) A bed that floats on water
 - d) A bed that can be customized for each guest's preferences.
- Q.6 Which of the following is NOT a type of guest room supply?
- a) Linens
 - b) Toiletries
 - c) Electronics
 - d) Cleaning supplies

SECTION-B

- Note:** Objective/ Completion type questions. All questions are compulsory. (6x1=6)
- Q.7 _____ is the head of housekeeping department.
- Q.8 Carpets are usually shampooed on a _____ basis (Frequency of cleaning).
- Q.9 The housekeeping department should coordinate with the _____ department to ensure that guest rooms are cleaned in a timely manner.
- Q.10 The accounts department does not need to communicate with other departments, as their responsibilities are strictly financial. (True/False)
- Q.11 A suite room is a type of hotel accommodation that typically includes more than one room, such as a bedroom and a separate living room or sitting area. (True/False)
- Q.12 Dust control mops are used for wet mopping floor. (True/False)

SECTION-C

- Note:** Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)
- Q.13 Define housekeeping and its importance in the hospitality industry.
- Q.14 List the duties and responsibilities of a guest room attendant.
- Q.15 Show how the front office department and the housekeeping department can work together to ensure guest satisfaction.