

Section-D

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

- Q.23 Draw and explain the organizational structure of Housekeeping department in detail.
- Q.24 Explain the Duties and responsibilities of Executive Housekeeper.
- Q.25 Draw and explain the layout of housekeeping department and its subsection in detail.

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Roll No.....

223914

1st Sem./ NEP

Branch : Diploma in Hotel Management & Catering Technology

Sub : Housekeeping Operations-I

Time : 3 Hrs.

M.M. : 60

SECTION-A

Note: Multiple Choice Questions. All Questions are compulsory. (6x1=6)

- Q.1 What of the following is not a function of housekeeping department?
- a) Repair and Maintenance
 - b) Cleaning
 - c) Aesthetic upkeep
 - d) Guest Luggage handling
- Q.2 What of the following is not an automatic cleaning equipment?
- a) Burnishing machine
 - b) Broom
 - c) Vacuum cleaner
 - d) Buffing machine
- Q.3 Which of the following is not a manual cleaning equipment?

- a) Vacuum cleaner b) Brooms
c) Mops d) Toilet Brush
- Q.4 Abrasives are types of
a) Mattress b) Cleaning agents
c) Cleaning tools d) Cleaning equipments
- Q.5 Which among the following is not a section of Housekeeping departments?
a) Housekeeping supplies room
b) Linen room
c) Cloak Room
d) Housekeeping control desk
- Q.6 Which of the following is a cleaning agent?
a) Abrasives b) Alkalis
c) Detergents d) All of the above

Section-B

Note: Objective/Completion type questions. All questions are compulsory. (6x1=6)

- Q.7 _____ is a guest Bathroom supply.
- Q.8 _____ is type of automatic cleaning equipment.
- Q.9 A Gardner reports to _____.
- Q.10 Broom is an _____ equipment.
- Q.11 _____ is a method of cleaning.

(2)

Q.12 Abrasives are used for _____.

Section-C

Note: Short answer type Question. Attempt any eight questions out of ten Questions. (8x4=32)

- Q.13 What are the different types of Guest rooms? Explain in detail.
- Q.14 Write short note on care and cleaning of bed
- Q.15 Explain the coordination of Housekeeping department with F & B service department.
- Q.16 What are the function of Linen room?
- Q.17 What are the different types of cleaning agents?
- Q.18 Write short note on guest special request items.
- Q.19 Write short note on automatic cleaning equipment with 10 examples.
- Q.20 Explain the principles of hygiene and safety in cleaning procedures.
- Q.21 Write short note on Guest Bathroom amenities and their uses.
- Q.22 What are the duties and responsibilities of linen room supervisor.

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