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Roll No.....

181213

Annual Pattern (Re-app)
Branch : Hotel Management
Subject: House Keeping Operations Module - I

Time : 3 Hrs. **M.M. : 60**

SECTION-A

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

- Q.1 A room situation near the swimming pool with facility for changing is called a
a) Queen room b) Studio Room
c) Cabana d) Penthouse
- Q.2 A bed that folds into the wall is called a
a) Queen bed b) Murphy bed
c) Sofa cum Bed d) Double bed
- Q.3 A floor supervisor reports to
a) Executive House Keeper
b) General Manager
c) HR Manager
d) Security
- Q.4 Which is not a part of the first aid kit
a) Blanket b) Bandages
c) Prescribed Medicines d) Ice pack

Q.5 On an average how many rooms can a room attendant clean per shift

- a) 5-10
- b) 6-8
- c) 15-20
- d) 10-12

Q.6 How many times must a guest room be cleaned

- a) Once a week
- b) Twice a week
- c) Once a day
- d) Twice a day

Section-B

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

Q.7 Vacant room and vacated room.

Q.8 Kentucky mop and do-all mop.

Q.9 Block cleaning and orthodox cleaning.

Q.10 Stain and Tarnish.

Q.11 Shower curtain and sheer curtain.

Q.12 Buffing and burnishing.

Section-C

Note: Short answer type Question. Attempt any Eight questions out of Ten Questions. $(8 \times 4 = 32)$

Q.13 How swimming pool cleaned?

Q.14 Explain the leave application procedure?

Q.15 Draw the diagram of maid's trolley.

Q.16 What are the advantages of having a Duty Roaster?

Q.17 Write down the procedure of evening service.

Q.18 Explain the procedure of briefing and debriefing.

Q.19 Draw the format of babysitting register.

Q.20 How Health club cleaned?

Q.21 Define cleaning, why do we clean.

Q.22 Define:-

- a) Night Report
- b) Vacant Room

Section-D

Note: Long answer questions. Attempt any Two question out of Three Question. $(2 \times 8 = 16)$

Q.23 Discuss the detail the documents maintained by housekeeping control desk.

Q.24 What are paints to be considered in the choice of cleaning equipments?

Q.25 List the general rules to be followed by Employees on the guest floors.