

Q.22 What are different types of records and registers maintained at Housekeeping Control desk? Discuss in detail about any four.

SECTION-D

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

Q.23 What are the various tasks and functions of Hotel Housekeeping in hotel? Elaborate in detail.

Q.24 Write Step by Step Standard Operating Procedure for cleaning a guest room and washroom by Hotel Housekeeping Personnel.

Q.25 Write a detailed note on Duties & Responsibilities of Laundry Manager in a Luxury Hotel.

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Roll No.

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Branch :Hotel Management
Subject:- Housekeeping Operations-Module - I

Time : 3Hrs.

M.M. : 60

SECTION-A

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

Q.1 Which of the following is NOT a type of hotel?

- a) Motel
- b) Ecotel
- c) Floatel
- d) Airtel

Q.2 Which of the following is responsible for overseeing the entire housekeeping department.

- a) Laundry Manager
- b) Desk control supervisor
- c) Floor Supervisor
- d) Executive Housekeeper

Q.3 Which of the following areas is not typically managed by the housekeeping department

- a) Lobby
- b) Restaurant
- c) Lounge
- d) Kitchen

Q.4 Which of the following is an example of manual cleaning equipment?

- a) Vacuum cleaner
- b) Pressure washer
- c) Mop
- d) Carpet extractor

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- Q.5 Which of the following room statuses indicates that a guest has checked out and the room is ready to be cleaned?
 a) Vacant room b) Occupied room
 c) Departure room d) Out of order room
- Q.6 Which of the following registers is used to record requests for housekeeping service from guests?
 a) Night reports
 b) Key Handling Register
 c) Baby sitting Register
 d) Guest Call Register

SECTION-B

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

- Q.07 Housekeeping functions are limited to cleaning and maintaining guest rooms only (True/False)
- Q.08 Housekeeping staff should not possess attention for detail in order to be successful in their job. (True/False)
- Q.09 Housekeeping staff are responsible for cleaning and maintaining public areas of the hotel including the lobby, restaurant, longue, banquets, floors and _____
- Q.10 A dustette is a type of manual cleaning equipment used by housekeeping staff (True/False)
- Q.11 A maid's cart is used by housekeeping staff to sale of cleaning supplies and amenities (True/False)

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- Q.12 The occupancy report is used by housekeeping staff to keep track of the number of guests who have checked in and checked out of the hotel (True/False)

SECTION-C

- Note:** Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)
- Q.13 What are the various types of hotels? Explain in brief about any four.
- Q.14 Discuss the interdepartmental coordination and functions of Hotel Housekeeping with maintenance.
- Q.15 Discuss the hierarchy of Housekeeping Staff in a medium hotel.
- Q.16 What are personality traits of Housekeeping staff?
- Q.17 What are the SOP's of Housekeeping in functional Area Cleaning such as Banquets.
- Q.18 Discuss the duties and responsibilities of housekeeping staff at closing shift.
- Q.19 What are manual equipments? Discuss in detail about Brooms & Brushes.
- Q.20 How can housekeeping staff help to ensure the proper servicing of guest bed? Discuss the step by step procedure of Bed Making.
- Q.21 What is a Turndown Service? Elaborate in detail.

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