

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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**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.

- Laundry Manager
- Desk control supervisor
- Floor Supervisor
- 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

- 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, lounge, 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)

- 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.