

- ### SECTION-D
- Note:** Long answer type questions. Attempt any two questions out of three questions. (2x8=16)
- Q.23 How do the routine systems and records of the housekeeping department help to prevent loss and damage of guest property, ensure the special requests are fulfilled, and provide a high level of service of guests?
- Q.24 Write step by step Standard Operating Procedure for cleaning a vacant room by Hotel Housekeeping Personnel.
- Q.25 Write a detailed notes on Pests: Their classification and Control

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- a) Improper food storage
 - b) Cracks and crevices in walls
 - c) Moisture buildup
 - d) All of the above
- Q.6 What is a computerized key card in hotel housekeeping?
- a) A traditional metal key used for guest rooms
 - b) A plastic key used for maintenance purposes
 - c) A digital key used to access guest rooms
 - d) None of the above

SECTION-B

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

- Q.7 Guest rooms are typically cleaned on a _____ basis.
Fill in the blank:
- a) Daily
 - b) Weekly
 - c) Monthly
 - d) Yearly
- Q.8 True/False: Back-of-the-house areas are typically visible to hotel guests.
- a) True
 - b) False
- Q.9 To clean metal surfaces in hotel housekeeping, staffs typically use a _____.
Fill in the blank:
- a) Soft-bristled brush
 - b) Microfiber cloth
 - c) Abrasive cleaner
 - d) None of the above
- Q.10 True/False: Leather, leatherettes, and rexene are all types of natural leather.
- a) True
 - b) False

- Q.11 The purpose of a guest room inspection with a checklist in hotel housekeeping is to ensure _____.
Fill in the blank:

Fill in the blank:

- a) Staff productivity
 - b) Guest satisfaction
 - c) Room availability
 - d) Ascertaining HK Service Benchmarks
- Q.12 True/False: The lost and found register is a record that is typically kept by the security department.
- a) True
 - b) False

SECTION-C

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

- Q.13 What are some common high traffic areas in hotels, and what specific cleaning challenges do they present for housekeeping staff?
- Q.14 How does the cleaning routine differ between guest rooms and front-of-the-house areas in a hotel, and what specific cleaning tasks are typically involved in each area?
- Q.15 What are some common types of metals found in hotel settings, and what specific cleaning methods and products are typically recommended for maintaining their appearance and functionality?
- Q.16 How does the cleaning and care of glass surfaces differ from other types of surfaces commonly found in hotels, and what are some key considerations for ensuring that glass remains clean and streak-free?
- Q.17 What are some common types of pests that can be found in hotels and what are some specific signs of infestation that housekeeping staff should be aware of?