

## **SECTION-D**

**Note:** Long answer type questions. Attempt any two questions 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 Explain the personality traits of housekeeping personnel in detail.

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Roll No. ....

223914

**1st Sem. 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 housekeeping personnel?  
a) Bell boy                  b) Gardner  
c) Floor attendant        d) Housemaid
- Q.2 What of the following is an automatic cleaning equipment?  
a) Vacuum cleaner      b) Buffing machine  
c) Burnishing machine d) All of the above
- Q.3 Which of the following is not a manual cleaning equipment?  
a) Brooms                  b) Mops  
c) Vacuum cleaner        d) Toilet Brush

- Q.4 R4 is a type of  
a) Mattress                  b) Cleaning tool  
c) Cleaning equipment d) Cleaning agent
- Q.5 Which among the following is not a section of Housekeeping department?  
a) Linen room  
b) Laundry  
c) Lobby  
d) Housekeeping control desk
- Q.6 Which of the following is not a cleaning agent?  
a) Detergent                  b) Calcium Hydroxide  
c) Abrasives                  d) Alkali

### SECTION-B

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

- Q.7 \_\_\_\_\_ is a guest room supply.
- Q.8 \_\_\_\_\_ is type of manual cleaning equipment.
- Q.9 A houseman reports to \_\_\_\_\_.
- Q.10 Burnishing machine is an \_\_\_\_\_ equipment.

- Q.11 \_\_\_\_\_ is a type of mattress.
- Q.12 \_\_\_\_\_ is a cleaning agent.

### SECTION-C

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

- Q.13 What are the functions of Maid's trolley?
- Q.14 Write short note of different parts of bed.
- Q.15 Explain the coordination of Housekeeping department with security department.
- Q.16 What are the different methods of organizing cleaning?
- Q.17 What are the different types of cleaning agents?
- Q.18 Write short note on guest special request items.
- Q.19 Differentiate between manual and automatic cleaning equipment?
- Q.20 Describe different types and sizes of bed.
- Q.21 Write short note on Guest room amenities and guest supplies.
- Q.22 What are the functions of housekeeping control desk.