

- Q.21 Define the various trolley and their uses in housekeeping department.
- Q.22 Explain in briefly duties & responsibility of control desk supervisor.
- Q.23 Draw the organization structure of a housekeeping department in a three star hotel.
- Q.24 Define are cleaning procedure of occupied & departure room.

#### SECTION-D

**Note:** Long answer type questions. Attempt any two questions out of three questions. (2x10=20)

- Q.25 Explain in details different types of hotel based on size and location.
- Q.26 Define the laundry, their types and procedure of collecting soiled linen.
- Q.27 Explain the various sub section of housekeeping department in details with their function.

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#### DHM

#### Subject : Housekeeping Operations

Time : 3 Hrs.

M.M. : 70

#### SECTION-A

**Note:** Multiple choice questions. All questions are compulsory (7x1=7)

- Q.1 The following is not part of the guest room cleaning sequence.
- a) Load the housekeeping cart with supplies
  - b) Dust, vacuum and empty trash
  - c) Post charges to guest folio
  - d) Restock amenities
- Q.2 What is the best way to ensure accident prevention at work?
- a) FIFO
  - b) PPE
  - c) Personal Insurance
  - d) CCTV
- Q.3 Which document is used to record information when a threat is received?
- a) Call Register
  - b) Attendance record
  - c) Bomb Threat form
  - d) Emergency calls record

- Q.4 Which of the following is essential to guest room security?
- Key Control
  - Secured Premises
  - Safety awareness
  - All of the above
- Q.5 Room attendants are also known as.
- Room maids
  - chamber maids
  - housemen
  - helpers
- Q.6 The procedure for entering a guest room is to:
- enter
  - knocks on door
  - knock again
  - announces housekeeping and wait for reply
- Q.7 Who co-ordinate with the other departments.
- executive housekeeper
  - floor supervisor
  - assistant housekeeper
  - desk control supervisor

### SECTION-B

**Note:** Objective/ Completion type questions. All questions are compulsory. (7x1=7)

- Q.8 \_\_\_\_\_ are services or items offered to guests or placed in guestrooms for convenience and comfort at no extra cost such as soap, shampoo, and stationery.

- Q.9 \_\_\_\_\_ refers to the number of items that must be on hand to support daily, routine housekeeping operations
- Q.10 A \_\_\_\_\_ provides linen supplies for room attendants and stocks guest room floor closets.
- Q.11 The housekeeping and \_\_\_\_\_ department must work together to make sure that guest room are properly maintained.
- Q.12 \_\_\_\_\_ are meant to catch any problems that may have been overlooked during cleaning.
- Q.13 \_\_\_\_\_ are the services or items offered to a guest during their stay.
- Q.14 The lost item of guest are forwarded to the \_\_\_\_\_.

### SECTION-C

**Note:** Short answer type questions. Attempt any six questions out of ten questions. (6x6=36)

- Q.15 Define the duties & responsibilities of floor supervisor.
- Q.16 Explain the various types of guest loan item used in guest room.
- Q.17 Define the various cleaning agents used in housekeeping.
- Q.18 Write a short note on weekly cleaning register and night reports.
- Q.19 Explain various function of lost & found section.
- Q.20 Explain the bed making procedure step by step in double room.