

### SECTION-D

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

- Q.23 Draw Organization Chart of housekeeping department in a five star hotel and list duties of Housekeeping desk.
- Q.24 Elaborate the use & care of cleaning equipment in a hotel.
- Q.25 Discuss type and size of beds in a hotel.

No. of Printed Pages : 4

223914

Roll No. ....

### 1st Sem / Hotel Management & Catering Technology

#### Subject : House keeping Operations - I

Time : 3 Hrs.

M.M. : 60

### SECTION-A

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

- Q.1 Jakes is the other name for
- a) Lavatory                      b) housekeeping desk
- c) lobby                          d) all of the above
- Q.2 What is skip clean means?
- a) Through clean for each day
- b) Floor to be cleaned later
- c) Skip an area
- d) None of the above
- Q.3 Guest use a variety of supplies?
- a) to carry with him      b) to consume
- c) to be stored              d) all of the above

Q.4 Housekeeping's cleaning responsibilities are typically determined by:

- a) floor supervisor
- b) General Manager
- c) Executive housekeeper
- d) all of the above

Q.5 Which of the following is NOT one of the basic functions of housekeeping in the hospitality industry?

- a) Making the bed
- b) Cleaning the bathroom
- c) Taking out the trash
- d) Answering the phones

Q.6 Deodorizer is used to

- a) remove stains                      b) remove smells
- c) wash doors                         d) all of the above

### SECTION-B

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

Q.7 What do you mean by room supply?

(2)

223914

Q.8 What is motion study?

Q.9 Define a standard room?

Q.10 What is floor pantry.?

Q.11 What do mean by cleaning?

Q.12 What is OOO?

### SECTION-C

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

Q.13 Explain process of cleaning in a guest room.

Q.14 Describe main functions of the housekeeping supervisor.

Q.15 Discuss main guest room amenities.

Q.16 Discuss the Basic Cleaning agents.

Q.17 Discuss the different types of beds used in the rooms.

Q.18 Elaborate housekeeping staff personality traits.

Q.19 Explain intradepartmental coordination between housekeeping and accounts department.

Q.20 Explain the items to be placed in a maid's cart.

Q.21 Discuss special cleaning in a 5 star category hotel.

Q.22 What do you understand by selection of bed?

(3)

223914