

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.

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.

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- 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.

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