

**Q.22** Give reasons for the following:-

- a) Brushes should never be left resting on their bristles
- b) Different color codes are used for cleaning clothes.

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**2nd Sem. / Hotel Management & Catering Technology**

**Subject : Housekeeping Operations - II**

Time : 3 Hrs.

M.M. : 60

**SECTION-D**

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

**Q.23** Design a neat layout of a standard guest room and label it.

**Q.24** Describe the procedure of bed making for morning service of a room in a five-star hotel.

**Q.25** Illustrate is the importance of guest room inspection and how it should be conducted? Support your answer with relevant format.

**SECTION-A**

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

**Q.1** The routing operations carried out on day-to-day basis by the staff of the housekeeping department.

- a) Periodic Cleaning      b) Frequency Cleaning
- c) Daily Cleaning      d) Deep Cleaning

**Q.2** The mostly use metals are

- a) Silver      b) Copper
- c) Steel      d) All of the above

**Q.3** The item which are given on special request of the guest is known as

- a) Guest Supplies      b) Guest Expandable
- c) Guest Loan item      d) Guest Amenities

**Q.4** \_\_\_\_\_ are small metal or plastic container with lid kept in toilets to collect soiled sanitary towels.

- a) Container      b) Sani Bin
- c) Dustbin      d) Bidet

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Q.5 A pink oxide of iron used as a fine abrasive for polishing silver.

- a) Shellac
- b) Feldspar
- c) Chamois
- d) Jeweller's Rouge

Q.6 \_\_\_\_\_ applied to solid wood furniture or floors.

- a) Linseed oil
- b) Bee Wax
- c) Scrub
- d) Oil

## SECTION-B

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

Q.7 The service given to a room in the evening to prepare the room for the night is known as \_\_\_\_\_ service.

Q.8 \_\_\_\_\_ is an alloy of iron.

Q.9 \_\_\_\_\_ is the report that shows the list of guests who have checked-in the hotel with details such as the number of adults and children, number of nights, and housekeeping status.

Q.10 Publicity cards placed in the guest rooms are known as \_\_\_\_\_.

Q.11 Other name of sewing kit is \_\_\_\_\_.

Q.12 Sterling silver contains \_\_\_\_\_ % silver and the rest as copper.

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## SECTION-C

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

Q.13 Design the format for lost and found slip to be attached to the article.

Q.14 Discuss briefly the importance of maintaining "KEY CONTROL" to ensure safety of guest.

Q.15 Describe the cleaning of a checkout room that a guest room attendant should follow?

Q.16 Define pests. Why is their control important?

Q.17 Design a neat layout for Room occupancy report.

Q.18 Enlist any four amenities placed in the following areas:

- i) Bed side table
- ii) Vanity counter

Q.19 Define the following:

- i) Facade
- ii) Morning service

Q.20 Elaborate how will you organize "Front of the House" cleaning?

Q.21 Expand the following:

- a) OOO
- b) TDS
- c) FYI
- d) HWC

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