

Section-D

Note: Long answer questions. Attempt any two question 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 Draw and explain the layout of housekeeping department and its subsection in detail.

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Roll No.....

1st Sem./ NEP

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 function of housekeeping department?
- a) Repair and Maintenance
 - b) Cleaning
 - c) Aesthetic upkeep
 - d) Guest Luggage handling
- Q.2 What of the following is not an automatic cleaning equipment?
- a) Burnishing machine
 - b) Broom
 - c) Vacuum cleaner
 - d) Buffing machine
- Q.3 Which of the following is not a manual cleaning equipment?

- a) Vacuum cleaner b) Brooms
- c) Mops d) Toilet Brush

Q.4 Abrasives are types of

- a) Mattress b) Cleaning agents
- c) Cleaning tools d) Cleaning equipments

Q.5 Which among the following is a not a section of Housekeeping departments?

- a) Housekeeping supplies room
- b) Linen room
- c) Cloak Room
- d) Housekeeping control desk

Q.6 Which of the following is a cleaning agent?

- a) Abrasives b) Alkalis
- c) Detergents d) All of the above

Section-B

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

Q.7 _____ is a guest Bathroom supply.

Q.8 _____ is type of automatic cleaning equipment.

Q.9 A Gardner reports to _____.

Q.10 Broom is an _____ equipment.

Q.11 _____ is a method of cleaning.

(2)

223914

Q.12 Abrasives are used for_____.

Section-C

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

Q.13 What are the different types of Guest rooms? Explain in detail.

Q.14 Write short note on care and cleaning of bed

Q.15 Explain the coordination of Housekeeping department with F & B service department.

Q.16 What are the function of Linen room?

Q.17 What are the different types of cleaning agents?

Q.18 Write short note on guest special request items.

Q.19 Write short note on automatic cleaning equipment with 10 examples.

Q.20 Explain the principles of hygiene and safety in cleaning procedures.

Q.21 Write short note on Guest Bathroom amenities and their uses.

Q.22 What are the duties and responsibilities of linen room supervisor.

(3)

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