

Q.24 Why Record keeping is important in Housekeeping Department.

SECTION-D

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

Q.25 Explain the different types of keys used in the Housekeeping Department & Explain the methods of Key Control.

Q.26 What will you do if you found any article in the guest room during cleaning.

Q.27 What do you understand by Flower Arrangement ? Explain any five flower arrangements used in different locations in hotel.

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Diploma in Hotel Mgt.

Subject : Housekeeping Operation Module III

Time : 3 Hrs.

M.M. : 70

SECTION-A

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

Q.1 The _____ is the most important part of the sprayer.

- a) Nozzle b) Pump
- c) Tank d) Wand

Q.2 The Person who cleans the guest room

- a) Horticulturist b) Supervisor
- c) Room attendant d) Sanitation

Q.3 Cockroaches have what type of mouthparts.

- a) Chewing b) Sucking
- c) Piercing d) Lapping

Q.4 Cleaning of carpet which is done by _____

- a) Vacuum cleaner b) Shampoo machine
- c) Back pack vacuum d) duster

Q.5 The process that involves the placement of new hires on the actual job they will hold is called _____

- a) Acquisition b) deployment
c) retention d) none of the above
- Q.6 Group of people responsible for keeping the hotel clean.
- a) Maids b) Bellhop
c) Housekeeping d) Front desk
- Q.7 The _____ is responsible and in charge of all housekeeping-related tasks in the hotel.
- a) Assistant Housekeeper
b) Executive Housekeeper
c) Front office Manager
d) House attendant

SECTION-B

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

- Q.8 The _____ is in-charge of the Housekeeping department.
- Q.9 Another name for a cupboard is _____.
- Q.10 The _____ is responsible for checking guest rooms
- Q.11 The room attendant keeping all room linen and supplies on a _____
- Q.12 _____ is used for Prepare different Forms and Formats of housekeeping.

- Q.13 Staff recruitment is done by _____ department of hotel.
- Q.14 Housekeeping done by outside from the hotel is called _____

SECTION-C

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

- Q.15 What are the important factors while purchasing of housekeeping equipments.
- Q.16 What are the role of Housekeeping department in youth hostels.
- Q.17 What do you mean by budgeting. Explain the types of budget related to housekeeping.
- Q.18 Explain the hiring procedure of housekeeping staff.
- Q.19 Explain the duties & responsibilities of Executive Housekeeping.
- Q.20 What do you understand by eco friendly Practices adopted by Housekeeping department
- Q.21 What is the role of computer in housekeeping department.
- Q.22 What are role of Housekeeping department in hotel?
- Q.23 What is pest Control? Why it is so much important in hotels.