

Day : Friday

Date : 2/6/2023

S-19852-2023

Time : 10:00 AM-12:30 PM

Max. Marks : 60

N.B.:

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.
- 3) Answers to both the sections should be written in the **SAME** answer booklet.

SECTION - I

Q.1) Answer the following (Any **SIX**) (1Marks X 6 = 6)

- | | |
|----------------------|---------------|
| a) Duplex | e) GRA |
| b) DL | f) Dustettes |
| c) Upholstery | g) Dust Sheet |
| d) Job Specification | h) Cabana |

Q.2) Answer the following (Any **THREE**) (4 Marks X 3 = 12)

- a) Elaborate on the reasons of coordination between housekeeping and Front office Department.
- b) Draw the layout of housekeeping department of a large hotel and list down the sections.
- c) Explain the procedure for the daily cleaning of a vacant room.
- d) List down mechanical cleaning equipment and explain function of each.

Q.3) Explain the following (Any **THREE**) (4 Marks X 3 = 12)

- a) List down the rules to be followed by housekeeping staff while working on floors.
- b) Classify the Cleaning equipments used in housekeeping and give the uses of Manual equipment.
- c) List down the functions of housekeeping department.
- d) Elaborate on the reasons of coordination between housekeeping and Maintenance department.

SECTION - II

Q.4) Answer the following (Any **SIX**) (1Marks X 6 = 6)

- | | |
|-------------------------|--------------------|
| a) Scrim | e) Tarnish |
| b) Sico Room | f) Cribs |
| c) Interconnecting room | g) Vanity unit |
| d) WC | h) Chamois Leather |

Q.5) Answer the following (Any **THREE**) (4 Marks X 3 = 12)

- a) Draw the organization chart of housekeeping department of a large hotel.
- b) List down the tasks to be carried out during daily cleaning of a Lobby.
- c) What are the duties and responsibilities of the floor supervisor?
- d) Elaborate on various cleaning agents used in housekeeping

Q.6) Explain the following (Any **THREE**) (4 Marks X 3 = 12)

- a) Draw the Layout of maid's service room and list down the sections
- b) Elaborate on the duties of Executive Housekeeper.
- c) List down the 'front of the house' and 'back of the house' areas.
- d) List down the tasks to be carried out during evening service.
