

Day : Saturday
Date 29-01-2022

W-19852-2021

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 SAME answer book.

SECTION – I

Q.1 Answer ANY SIX of the following: [06]

- | | |
|------------------------|-----------------------|
| i) Queen bed | v) Double lock |
| ii) Front of the house | vi) Inventory |
| iii) Job specification | vii) Occupancy Report |
| iv) Faucet | viii) Tent card |

Q.2 Answer ANY THREE of the following: [12]

- a) Draw a layout of housekeeping department of budget hotel and list down the sections.
- b) Draw an organization chart of housekeeping department of a medium sized hotel and list down the duties of Public Area Supervisor.
- c) List down the tasks included in daily cleaning of VIP room.
- d) List down the rules to follow on floors by housekeeping staff.

Q.3 Answer ANY THREE of the following: [12]

- a) Draw a layout of Maid's service room and list down the functions.
- b) List down manual cleaning equipments and explain use of each.
- c) List down the points of co-ordination between housekeeping and Food and Beverage department.
- d) List down the tasks included in Turndown Service.

SECTION – II

Q.4 Answer ANY SIX of the following: [06]

- | | |
|---------------------|--------------------------|
| i) Duplex | v) Adjoining room |
| ii) Valet | vi) Linen room attendant |
| iii) Daily cleaning | vii) Weekly cleaning |
| iv) Bleaches | viii) Carpet cleaners |

Q.5 Answer ANY THREE of the following: [12]

- a) Discuss the role and importance of housekeeping department.
- b) List down the duties of Executive Housekeeper.
- c) List down the points to remember while storing cleaning agents.
- d) List down the tasks in daily cleaning procedure for a Banquet hall.

Q.6 Answer ANY THREE of the following: [12]

- a) List down the amenities provided in VIP room.
- b) List down the points to remember while storing dry and wet mops.
- c) List down the points of co-ordination between housekeeping and Security department.
- d) Elaborate on daily cleaning procedure of lobby.

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