Q.1. Housekeeping department plays an important role in the effective operation of a hotel. Justify. 

OR

Discuss the various functions of housekeeping department in a 5 star hotel. (10)

Q.2. Give hierarchy of the medium size housekeeping department. Give role of top three positions.

OR

Draw a lay-out of a housekeeping department in a large hotel. (10)

Q.3. Enumerate the desirable qualities essential for housekeeping staff. (10)

Q.4. Write short notes on wall & floor finishes.

OR

List the various manual equipment used in the housekeeping department. Suggest the care and maintenance for the same. (10)

Q.5. Write in brief about the inter-departmental co-operation of the housekeeping department with front office department and maintenance. (5+5=10)

Q.6. Give short answer (any two):

(a) Duties of Executive Housekeeper.
(b) Conventional cleaning and block cleaning.
(c) Soapy detergent and synthetic detergent. (2x5=10)

OR  
Discuss use of Eco-friendly products in housekeeping.  

Q.8. Explain the following terms:  
(a) Drugget  
(b) Swabs  
(c) Squeegee  
(d) Buffing  
(e) Abrasive  
(f) Houseman  
(g) Valet  
(h) Tarnish  
(i) Floor seal  
(j) Dust sheet  

Q.9. Answer briefly or give reasons (any five):  
(a) Mention 4 don’t’s to be followed by room maid on duty.  
(b) Why sweeping is done before dusting and dusting is done before vacuum cleaning.  
(c) Why chambermaids use chambermaids trolley.  
(d) Floor should be clean and dry before applying a floor seal.  
(e) Enlist the registers maintain at the central desk of housekeeping department.  
(f) Maid’s trolley should be pulled rather than pushed.  

Q.10. Spot the odd one out.  
(a) Valet bag, disposable bag, laundry bag.  
(b) Sani fresh, harpic, Dettol.  
(c) Sheer curtain, shower curtain, heavy curtain.  
(d) Brasso, silvo, silverfish.  
(e) Dust sheet, bed sheet, crinkle sheet.  
(f) Hand towel, face towel, bathmat.  
(g) Vacuum cleaner, scrubbing machine, sani bin.  
(h) Water closet, bidet, vitreous China.  
(i) Room attendant, linen attendant, bell boy.  
(j) Carpet brush, toilet brush, glass cloth.  

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