Q.1. List step by step procedure of cleaning a check-out room.

OR

Draw the format of a guest room inspection report and explain its use.

Q.2. Write the procedure of bed making for morning service of a room in a five star hotel.

OR

Elaborate in detail on guest’s special requests.

Q.3. How would you clean the following? (any two):
(a) Swimming pool
(b) Cloak room
(c) Chandelier
(d) Guest elevator

Q.4. What are pests? Name five pests encountered in hotels. Enumerate the importance of pest control.

Q.5. List any ten precautions you would take as a GRA on the guest floor.

Q.6. Differentiate between (any five):
(a) Bath sheet and bath towel
(b) Shower curtain and sheer curtain
(c) Guest expendables and guest essentials
(d) Maid’s report and housekeeper’s report
(e) Spring mattress and foam mattress
(f) Silver fish and cockroaches
Q.7. (a) Explain the types of keys used in hotels.
(b) Discuss the procedure to handle lost and found articles in hotels.

(5+5=10)

Q.8. Write the full form of the following:

(a) FF&E  (b) DND  (c) SPLAT  (d) SB
(e) HWC  (f) OOO  (g) NC  (h) c/o
(i) V  (j) DL

(10x1=10)

Q.9. Define the following terms briefly:

(a) Sauna  (b) Loofah  (c) Shoe horn  (d) Bidet
(e) Seersucker  (f) Vanity unit  (g) SICO bed  (h) Key
(i) Jacuzzi  (j) Sani bin

(10x1=10)

Q.10. Fill in the blanks:

(a) Guest rooms that room attendants usually clean first are __________.
(b) __________ is known as the nerve centre of housekeeping.
(c) A crinkle sheet is also known as __________.
(d) Thin curtains hung in the guest room window is called __________.
(e) __________ is preparing the bed for the guest in the evening to go to sleep.
(f) When not in use, Maid’s trolley, cleaning machines are generally kept in the __________ on guest floors.
(g) __________ opens a section of rooms on one floor and is used by the room attendant.
(h) Publicity cards placed in the guest room are called __________.
(i) __________ are whirlpools in which alternative jets of warm water bring about therapeutic effect.
(j) Quilts filled with down feathers or synthetic fibre is __________.

(10)

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