

- Q.17 Draw the layout of a standard twin-bedded guestroom.
- Q.18 Give examples of 8 guest special requests that may be fulfilled by the housekeeping department.
- Q.19 What is a maid's trolley, and how is it used in the housekeeping department?
- Q.20 Describe the design features that can simplify cleaning in a hotel.
- Q.21 What are the factors to consider when selecting a bed?
- Q.22 How many different types of beds are there based on size and how many people they can accommodate and could you provide a brief explanation of each type?

#### SECTION-D

- Note:** Long answer type questions. Attempt any two questions out of three questions. (2x8=16)
- Q.23 What is inter departmental relationship? Note down the interdepartmental relationship of housekeeping with other 3 major operational departments of a hotel.
- Q.24 Draw the layout of housekeeping department in a large hotel. Also, give a brief description of its sub sections.
- Q.25 What are some common types of cleaning equipment, and how should they be cared for and used?

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### Sem. 1st/ Hotel Management & Catering Technology Subject : Housekeeping Operations-I

Time : 3 Hrs.

M.M. : 60

#### SECTION-A

**Note:** Multiple choice questions. All questions are compulsory (6x1=6)

- Q.1 What is an executive housekeeper responsible for?
- Cleaning the hotel guest rooms and public areas
  - Overseeing the entire housekeeping department
  - Taking care of hotel finance.
  - Handling guest complaints and requests
- Q.2 What kind of lists does the front office provide to housekeeping in advance?
- Lists for expected arrivals and departures for the day
  - Lists for room service orders
  - Lists for employee schedules
  - Lists for maintenance requests

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- Q.3 Where is the vanity counter typically located in a hotel guestroom?  
 a) In the debroom      b) In a separate room  
 c) In the bathroom      d) None of the above
- Q.4 What is the appropriate storage location for wet mops?  
 a) In a mop bucket filled with water and cleaning solution.  
 b) On the floor next to the cleaning closet.  
 c) Hung up to air dry in a designated area  
 d) Stored in a plastic bag until the next use
- Q.5 What is a bunk bed?  
 a) A type of bed that folds up for storage  
 b) A type of bed with an adjustable mattress  
 c) A type of bed with two or more beds stacked on top of each other  
 d) A type of bed with built-in storage drawers
- Q.6 What is the purpose of a bathrobe in a hotel room?  
 a) To use as a decorative element in the room  
 b) To provide warmth after a shower or bath  
 c) To be used as a towel  
 d) To be used as a floor mat

### SECTION-B

**Note:** Objective/ Completion type questions. All questions are compulsory. (6x1=6)

- Q.7 The houseman is responsible for cleaning and maintenance of public areas of the hotel. (True/ False)

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- Q.8 Interdepartmental interactions occur between employees of different departments. (True/False)
- Q.9 A Murphy bed is also known as sofa cum bed. (True/False)
- Q.10 The \_\_\_\_\_ should be placed outside the bathtub or shower area to prevent slipping and accidents.
- Q.11 \_\_\_\_\_ equipment in housekeeping refers to machinery that operates with minimal human intervention, such as robotic vacuums or automatic dishwashers.
- Q.12 The \_\_\_\_\_ is the part of the bed that is attached to the top of the bed frame and is usually made of wood or padded fabric.

### SECTION-C

**Note:** Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

- Q.13 Describe the personality traits that are essential for effective housekeeping management personal.
- Q.14 List the different levels of hierarchy in housekeeping for a medium hotel.
- Q.15 List 10 of the maintenance and engineer issues that the housekeeping department might encounter and need to report to the maintenance department.
- Q.16 Explain the interdepartmental relationship between housekeeping and the security department.

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