

No. of Printed Pages : 4  
Roll No. ....

223924

**Sem. 2nd/ Hotel Management & Catering Technology**  
**Sub. : Housekeeping Operations-II**

Time : 3 Hrs.

M.M. : 60

**SECTION-A**

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

Q.1 Cleaning benefits

- a) Sense of Control      b) Reduced Stress
- c) Physical Health      d) All of the above

Q.2 Turndown service is provided by

- a) Front office      b) F & B service
- c) Housekeeping      d) None of the above

Q.3 What is the purpose of key control in housekeeping?

- a) Ensuring guest property theft
- b) Efficient monitoring and tracking of keys
- c) Reducing security incidents
- d) All of above

- Q.4 Lost of found is handled by  
 a) From office                      b) Reception  
 c) Housekeeping                  d) All of the above
- Q.5 Full form of DND  
 a) Do not disturb                  b) Do not distract  
 c) Day n Day                      d) None of the above
- Q.6 How often should periodic cleaning be done in hotel rooms?  
 a) Every day                      b) Once in 3 days  
 c) Random basis                  d) None of the above

#### SECTION-B

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

- Q.7 Explain Cabana.  
 Q.8 Who are Walk in guest?  
 Q.9 Describe Guest Query.  
 Q.10 What is PH Scale?  
 Q.11 Define Stain.  
 Q.12 Explain Care.

#### SECTION-C

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

- Q.13 Give housekeeping inventory lists.

- Q.14 Describe performance standards in house keeping.  
 Q.15 Elaborate Couse's & areas of infestation.  
 Q.16 Describe hard floor finishes.  
 Q.17 Discuss the Role play of Handling of Telephone at Housekeeping central Desk.  
 Q.18 Illustrate Types of Pests.  
 Q.19 Discuss methods of Key Control.  
 Q.20 Discuss the process of Guest room inspection with check list.  
 Q.21 Give the process of setting up of Maid's Trolley.  
 Q.22 Explain cleaning process of Front-Of-the house areas.

#### SECTION-D

**Note:** Long answer type questions. Attempt any two questions out of three questions. (2x8=16)

- Q.23 Draw a diagram of housekeeping and discuss the duties of main staff in the house keeping department.  
 Q.24 Discuss main forms and registers used in control desk.  
 Q.25 Write a note on : Lost and Found and housekeeping inventory.