

Q.16 Describe how the accounts department might be involved in the housekeeping operations of a hotel.

Q.17 Draw the layout of a standard guestroom in a 5-star hotel.

Q.18 Distinguish between the guest room supplies provided in a standard room versus a suite.

Q.19 What are some hygiene and safety factors to consider when cleaning?

Q.20 How should manual cleaning equipment be cared for and maintained?

Q.21 Identify and describe the different parts of a typical bed.

Q.22 What are points to be considered while care and cleaning of a bed?

SECTION-D

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

Q.23 Describe the hierarchy of the housekeeping department in large hotel and write down the duties and responsibilities of a housekeeping floor supervisor.

Q.24 What are the different types of cleaning frequencies and give 5 examples of each?

Q.25 Explain the different types of beds. Also, what are the key factors to consider when selecting a bed?

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1st Sem. / 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 The primary role of room attendant is _____

- To manage the entire housekeeping department
- To clean and maintain guest rooms
- To handle guest complaints and requests
- To prepare and serve food to guests

Q.2 What is the responsibility of the GRA if a tap is not working in a hotel guestroom?

- To ignore the problem and move on to the next task
- To inform the maintenance / engineering department immediately
- To handle the problem on their own without involving other departments
- To inform the food and beverage services department to provide bottled water to the guest

(20)

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Q.3 What is a minibar in a hotel guestroom?

- a) A small bar area for guests to prepare their own drinks
- b) A small vending machine for guests to purchase drinks and snacks
- c) A room service menu with drink and snack options
- d) A small refrigerator stocked with beverages and snacks

Q.4 What items are typically stored on the maid's cart in a hotel?

- a) Linens and towels
- b) Cleaning supplies and chemicals
- c) Guest amenities and supplies
- d) All of the above

Q.5 What is a Murphy bed?

- a) A bed that folds up into a wall or cabinet for space-saving purposes
- b) A bed that adjusts to different levels of firmness
- c) A bed that floats on water
- d) A bed that can be customized for each guest's preferences.

Q.6 Which of the following is NOT a type of guest room supply?

- a) Linens
- b) Toiletries
- c) Electronics
- d) Cleaning supplies

SECTION-B

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

Q.7 _____ is the head of housekeeping department.

Q.8 Carpets are usually shampooed on a _____ basis (Frequency of cleaning).

Q.9 The housekeeping department should coordinate with the _____ department to ensure that guest rooms are cleaned in a timely manner.

Q.10 The accounts department does not need to communicate with other departments, as their responsibilities are strictly financial. (True/False)

Q.11 A suite room is a type of hotel accommodation that typically includes more than one room, such as a bedroom and a separate living room or sitting area. (True/False)

Q.12 Dust control mops are used for wet mopping floor. (True/False)

SECTION-C

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

Q.13 Define housekeeping and its importance in the hospitality industry.

Q.14 List the duties and responsibilities of a guest room attendant.

Q.15 Show how the front office department and the housekeeping department can work together to ensure guest satisfaction.