

- 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

- Q.3 What is a minibar in a hotel guestroom?
- A small bar area for guests to prepare their own drinks
  - A small vending machine for guests to purchase drinks and snacks
  - A room service menu with drink and snack options
  - A small refrigerator stocked with beverages and snacks
- Q.4 What items are typically stored on the maid's cart in a hotel?
- Linens and towels
  - Cleaning supplies and chemicals
  - Guest amenities and supplies
  - All of the above
- Q.5 What is a Murphy bed?
- A bed that folds up into a wall or cabinet for space-saving purposes
  - A bed that adjusts to different levels of firmness
  - A bed that floats on water
  - 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 moping 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.