Q.20 How can housekeeping staff help to ensure the security to guest rooms and other areas by following key control protocols, and what should they do if they encounter any issues or discrepancies with key usage or management?

Q.21 What is a guest room inspection checklist, and what are some key items that are typically included on this checklist when inspecting a guest room for cleanliness and readiness?

Q.22 What are some common types of records and reports used by housekeeping departments in hotels, such as floor register, work orders, and maid's reports, and how are these records used to help ensure the effective and efficient management of housekeeping tasks and responsibilities?

SECTION-D

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

Q.23 What are the key challenges faced by hotel housekeeping departments in maintaining high standards of cleanliness and maintenance in guest rooms? How do routine systems and records such as the lost and found register, maid's report, housekeeper's report, and maintenance register help to address these challenges?

Q.24 Write step by step Standard Operating Procedure for cleaning a departure room by Hotel Housekeeping Personnel.

Q.25 Write a detailed note on keys: Their classification and Control

2nd Sem / Hotel Management & Catering Technology

Subject : Housekeeping Operations - II

Time : 3 Hrs.   M.M. : 60

SECTION-A

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

Q.1 Which room should be cleaned first by the Housekeeping Personnel in a hotel?
a) Occupied   b) Departure
c) PCMR   d) Under Maintenance

Q.2 Which area(s) are usually included in Hotel Housekeeping's area cleaning?
a) Guest rooms
b) Front-of-the-house Areas
c) Back-of-the-house Areas
d) All of the above

Q.3 What are the associated problems of Work routine in the Hotel Housekeeping's area cleaning?
a) High traffic areas
b) Equipment Maintenance
c) Cleaning of the Pool
d) None of the above

Q.4 Which of the following surfaces require R-3 Solution while cleaning in Hotel Housekeeping?
a) Metals
b) Glass
c) Leather, leatherettes, Rexene
d) Wood

Q.5 What are the types of pests that can be found in a hotel?
   a) Ants   b) Cockroaches
   c) Bed Bugs   d) All of the above

Q.6 What are the different types of keys used in hotels?
   a) Master key   b) Guest room keys
   c) Section key   d) All of the above

SECTION-B

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

Q.7 One of the main challenges associated with cleaning high traffic areas is_____.
   Fill in the blank:
   a) Maintaining cleanliness standards
   b) Finding the time to clean
   c) Ensuring Payments
   d) None of the above

Q.8 True/False: Spring cleaning is a work routine bi annually or annually used by hotel housekeeping staff.
   a) True   b) False

Q.9 To clean glass surfaces in hotel housekeeping, staff typically use a _____.
   Fill in the blank:
   a) Dry Lint Free cloth   b) Wet cloth
   c) Abrasive cleaner   d) None of the above

Q.10 True/False: Wood floors in hotel housekeeping are typically cleaned using a wet mop.(True/False)

Q.11 Maid's Maintenance Report in hotel housekeeping typically includes information on _____.
   Fill in the blank :
   a) Room Occupancy
   b) Guest requests
   c) Cleaning tasks completed
   d) None of the above

Q.12 True/False: The central housekeeping desk in hotel housekeeping is exclusively used to track lost and found items.
   a) True   b) False

SECTION-C

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

Q.13 What are some common back-of-the-house areas in hotels that require regular cleaning, and how are these areas typically maintained by housekeeping staff?

Q.14 What are some key considerations for hotel housekeeping staff when cleaning the exterior facade of a hotel, and what specific equipment or techniques may be required for this task?

Q.15 What are some common types of leather, leatherette, and Rexene surfaces found in hotels, and how should housekeeping staff care for and clean these materials to ensure their longevity and appearance?

Q.16 What are some best practices for cleaning and maintaining various types of flooring and wall finishes commonly found in hotels, including ceramics, wood, and plastic materials?

Q.17 What are some common causes of pest infestations in hotel setting, and what are some specific areas of hotels that are most prone to pest infestations?

Q.18 How should housekeeping staff respond if they discover signs of pest activity in a hotel room, and what are some steps that can be taken to minimize the risk of spreading pests to other areas of the hotel?

Q.19 What are some key considerations for maintaining effective key control in a hotel setting, and what are some potential consequences of poor key control practices?