

B. SC. (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS 2024)
B. Sc. (H & HA) Sem-I : WINTER : 2024
SUBJECT: FUNDAMENTALS OF HOUSEKEEPING

Day : Tuesday
Date : 26/11/2024

W-29477-2024

Time : 10:00 AM-12:00 PM
Max. Marks : 50

N. B. :

- 1) All questions are **COMPULSORY**.
- 2) Figures to right indicate **FULL** mark.

		Marks	CO	Blooms Taxonomy Level
Q.1	Attempt the following (ANY TEN)	10		
a)	GRA stands for		CO1	Remember
	i. Guest Revenue Assistant			
	ii. Guest Room Attendant			
	iii. General Room Assistant			
	iv. None of the above			
b)	Double Room		CO2	Remember
	i. A room with two beds			
	ii. A room with king size bed			
	iii. A room with 2 king size beds			
	iv. All of the above			
c)	Cabana		CO2	Remember
	i. A room near swimming pool			
	ii. A room with kitchnette			
	iii. Both i. and ii			
	iv. None of the above			
d)	Second Service		CO3 CO4	Remember
	i. Servicing of mechanical equipment			
	ii. Servicing the guestroom second time in a day			
	iii. An amenity			
	iv. All of the above			
e)	Duplex		CO2	Remember
	i. Room with two doors			
	ii. Adjacent rooms			
	iii. Corner room			
	iv. Rooms situated on two floors, connected with a staircase			
f)	Suite		CO2	Remember
	i. A large room			
	ii. Room consisting of a living room and a bed room			
	iii. A room with kitchenette			
	iv. None of the above			

P. T. O.

- g) Dutch Wife CO2 Remember
- An amenity
 - A sewing kit placed in a guest room
 - Both i. and ii.
 - None of the above
- h) Maid's Service Room CO2 Remember
- Floor pantry
 - Store to keep essential housekeeping material on each floor
 - Both i. and ii.
 - None of the above
- i) Efficiency Room CO2 Remember
- A room with picturesque view
 - A room with a kitchenette
 - Both i. and ii.
 - None of the above
- j) Interconnecting Room CO2 Remember
- Two rooms with a common door
 - A room with picturesque view
 - A room near swimming pool
 - None of the above
- k) Job Description CO1 Remember
- List of duties and responsibilities
 - Describing nature of job
 - Both i. and ii.
 - None of the above
- l) Inventory CO1 Remember
- Stocktaking
 - Buffer stock
 - Both i. and ii.
 - None of the above
- m) Quad Room CO2 Remember
- A room with 2 double beds
 - room with 4 single beds
 - Both i. and ii.
 - None of the above

Q. 2 Attempt the following (ANY FOUR) 20

- a) List down the duties of a GRA. CO3 Understand
CO4
- b) List down the reasons for co-ordination between housekeeping and maintenance. CO1 Understand
- c) List down the functions of housekeeping department. CO1 Understand
- d) Draw a neat layout of housekeeping department and list down the sections in the department. CO1 Remember
- e) List down the cleaning equipment used in housekeeping and write down the function of each in brief. CO3 Understand
CO4
- f) List down the activities carried out during Turndown Service. CO3 Remember
CO4

Q 3 Attempt the following (ANY FOUR)

20

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|----|---|------------|------------|
| a) | List down the Front of The House and Back of The House areas. | CO1 | Remember |
| b) | Give reasons for co-ordination between housekeeping and front office. | CO1 | Understand |
| c) | Enlist down functions of housekeeping control desk. | CO1 | Understand |
| d) | What are the functions of maid's service room? | CO2 | Understand |
| e) | List down the Guest Floor Reportables. | CO3
CO4 | Remember |
| f) | Write down the Principles of Cleaning. | CO3
CO4 | Understand |

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