

B. SC. (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS 2024)
B. Sc. (H & HA) Sem-I : SUMMER : 2025
SUBJECT: FUNDAMENTALS OF HOUSEKEEPING

Day : Thursday
Date : 05/06/2025

S-29477-2025

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)	Floor Supervisor		CO1	Remember
	i. Responsible for cleaning and maintenance of a particular floor			
	ii. Responsible for cleaning and maintenance of a public area			
	iii. Responsible for linen room			
	iv. Responsible for communication within department			
b)	Efficiency Room		CO2	Remember
	i. A room with a kitchenette			
	ii. A room with interconnecting doors			
	iii. A room near swimming pool			
	iv. None of the above			
c)	Single Room		CO2	Remember
	i. A room with picturesque view			
	ii. A room with a single bed			
	iii. A corner room			
	iv. A room with folding bed			
d)	Turndown Service		CO3 CO4	Remember
	i. Turning the material upside down in floor pantry			
	ii. Also called as evening service			
	iii. Bed making			
	iv. Second service			
e)	Penthouse		CO2	Remember
	i. A room with an attached swimming pool or garden			
	ii. Duplex			
	iii. Cabana			
	iv. Lanai			
f)	Twin Room		CO2	Remember
	i. A room with double bed			
	ii. A room with two single beds			
	iii. A room with king size bed			
	iv. A room with queen size bed			

P. T. O.

- g) Tent Card CO2 Remember
- A card with promotional messages to be kept in guestroom
 - A card used for tent facility
 - Both i. and ii.
 - None of the above
- h) Lost & Found CO2 Remember
- An article lost and found by the guest
 - An article left behind by the guest in a room or a public area
 - Both i. and ii.
 - None of the above
- i) Lanai CO2 Remember
- A room near swimming pool
 - Rooms situated on two consecutive floors
 - A room with a picturesque view
 - None of the above
- j) Adjoining Room CO2 Remember
- An interconnecting room
 - Rooms with interconnecting door
 - A rooms that are located next to each other, typically sharing a common wall, but not having a connecting interior door between them
 - 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) Cabana CO1 Remember
- A room near swimming pool
 - A room with kitchnette
 - Both i. and ii
 - None of the above
- m) Duplex CO2 Remember
- Room with two doors
 - Adjacent rooms
 - Corner room
 - Rooms situated on two floors, connected with a staircase

Q. 2 Attempt the following (ANY FOUR) 20

- a) Draw a layout of housekeeping department and list down the sections. CO1 Remember
- b) Elaborate on essential attributes of a GRA CO1 Understand
- c) Draw an organisation chart of a large hotel. CO1 Remember
- d) List the areas of responsibility under housekeeping department. CO1 Remember

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|----|---|-----|------------|
| e) | Write down the work routine of a floor supervisor. | CO3 | Understand |
| | | CO4 | |
| f) | List down the tasks to be carried out during Turn-down Service. | CO3 | Understand |
| | | CO4 | |

Q. 3 Attempt the following (**ANY FOUR**) **20**

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|----|---|-----|------------|
| a) | Elaborate on the principles of cleaning. | CO3 | Understand |
| | | CO4 | |
| b) | Write down the duties of an executive housekeeper. | CO1 | Understand |
| c) | What are the VIP amenities placed in a guestroom? | CO2 | Remember |
| d) | Enlist the functions of housekeeping control desk. | CO1 | Remember |
| e) | List down the functions of housekeeping department. | CO1 | Remember |
| f) | Elaborate on the essential guest floor reportable. | CO3 | Remember |
| | | CO4 | |

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