

B. SC. (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS 2024)

B. Sc. (H & HA) Sem-I : WINTER: 2025

SUBJECT: FUNDAMENTALS OF HOUSEKEEPING

Day : Tuesday
Date : 25/11/2025

W-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)	Valet		CO1	Remember
	i. Safety vault			
	ii. Also called as runner who collects guest laundry from the rooms.			
	iii. Both i. and ii.			
	iv. Neither i. nor ii.			
b)	Twin Room		CO2	Remember
	i. A room with two double beds			
	ii. A room with two single beds			
	iii. Both i. and ii.			
	iv. Neither i. nor ii.			
c)	Cabana		CO2	Remember
	i. A room near swimming pool			
	ii. A room with kitchenette			
	iii. Both i. and ii.			
	iv. Neither i. nor ii.			
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
- i. An amenity
 - ii. A sewing kit placed in a guest room
 - iii. Both i. and ii.
 - iv. None of the above
- h) Floor Pantry CO2 Remember
- i. Maid's Service Room
 - ii. Store to keep essential housekeeping material on each floor
 - iii. Both i. and ii.
 - iv. None of the above
- i) Efficiency Room CO2 Remember
- i. A room with picturesque view
 - ii. A room with a kitchenette
 - iii. Both i. and ii.
 - iv. None of the above
- j) Interconnecting Room CO2 Remember
- i. Two rooms with a common door
 - ii. A room with picturesque view
 - iii. A room near swimming pool
 - iv. None of the above
- k) Room Status Report CO1 Remember
- i. Prepared by floor supervisor showing the status of each room on the floor.
 - ii. Report showing statues of the house
 - iii. Report showing only occupied rooms
 - iv. None of the above
- l) Inventory CO1 Remember
- i. Stocktaking
 - ii. Buffer stock
 - iii. Both i. and ii.
 - iv. None of the above
- m) Quad Room CO2 Remember
- i. A room with 2 double beds
 - ii. room with 4 single beds
 - iii. Both i. and ii.
 - iv. None of the above

Q. 2 Attempt the following (ANY FOUR)

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- a) Write down the duties of a floor supervisor. CO3 Understand
CO4
- b) Give the reasons for co-ordination between housekeeping and front office. CO1 Understand
- c) Housekeeping department is a backbone of the hotel – Explain. CO1 Understand
- d) List down functions of housekeeping control desk. CO1 Remember
- e) Elaborate on the cleaning agents used in housekeeping and write down the function of each in brief. CO3 Remember
CO4
- f) Write down the activities carried out during Evening Service. CO3 Remember
CO4

Q. 3 Attempt the following (ANY FOUR)

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|----|---|------------|------------|
| a) | Elaborate on the rules to be followed by the housekeeping employees while working on the guest floor. | CO1 | Understand |
| b) | Name various sections of housekeeping department and explain the function of each section. | CO1 | Remember |
| c) | List down the Front of The House and Back of The House areas of a hotel. | CO1 | Remember |
| d) | Explain the reasons for co-ordination between housekeeping and maintenance. | CO2 | Understand |
| e) | Enlist the functions of floor pantry. | CO3
CO4 | Understand |
| f) | Elaborate on the work routine of a GRA in the morning shift. | CO3
CO4 | Understand |

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