

BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)

**B.Sc. (H. & H.A.) Sem-I : WINTER- 2022
SUBJECT : BASIC HOUSEKEEPING OPERATIONS**

Day : Friday

Time : 10:00 AM-12:30 PM

Date : 2/12/2022

W-19852-2022

Max. Marks : 60

N.B.:

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.
- 3) Answers to both the sections should be written in the **SAME** answer booklet.

SECTION - I

Q.1) Answer the following (Any **SIX**) (1Marks X 6 = 6)

- | | |
|-------------------------|----------------|
| a) Spring cleaning | e) Vanity unit |
| b) WC | f) Crib |
| c) Interconnecting room | g) Pent house |
| d) King bed | h) Duplex |

Q.2) Answer the following (Any **THREE**) (4 Marks X 3 = 12)

- a) List down the functions of housekeeping department.
- b) Elaborate on various cleaning agents used in housekeeping.
- c) List down the tasks to be carried out during daily cleaning of a restaurant.
- d) Elaborate on various functions carried out at housekeeping control desk.

Q.3) Explain the following (Any **THREE**) (4 Marks X 3 = 12)

- a) Draw the organization chart of housekeeping department of a large hotel.
- b) List down the function of maid's service room.
- c) Elaborate on the duties of floor supervisor.
- d) List down the tasks to be carried out during evening service.

SECTION - II

Q.4) Answer the following (Any **SIX**) (1Marks X 6 = 6)

- | | |
|-------------------|-----------|
| a) Twin room | e) GRA |
| b) Second service | f) DND |
| c) Lanai | g) Cabana |
| d) OOO | h) Suite |

Q.5) Answer the following (Any **THREE**) (4 Marks X 3 = 12)

- a) List down the 'front of the house' and 'back of the house' areas.
- b) Elaborate on the reasons of coordination between housekeeping and engineering department.
- c) List down mechanical cleaning equipment and explain function of each.
- d) Elaborate on the tasks included in daily cleaning of an occupied room.

Q.6) Explain the following (Any **THREE**) (4 Marks X 3 = 12)

- a) Draw the layout of housekeeping department of a large hotel and list down the sections.
- b) List down the rules to be followed by housekeeping staff while working on floors.
- c) List down the manual cleaning equipment and give the uses of each.
- d) Elaborate on the reasons of coordination between housekeeping and front office department.
