Q.1. Define cleaning. Write five principles of cleaning. What are the types of cleaning adopted in hotels?

(2+5+3=10)

Q.2. Draw a neat chart of classification of cleaning agents. Explain soap and detergents.

OR

List the different manual equipment used in housekeeping department. Explain in brief.

(10)

Q.3. What is bed making? Explain the step by step procedure of bed making.

(2+8=10)


OR

Explain the activities of a linen room in a five star hotel.

(10)

Q.5. Draw a neat sketch of Chambermaid's trolley. Explain in brief each section.

OR

Describe the procedure of 'Lost & Found' with necessary format.

(10)

Q.6. List and explain the different types of keys used in housekeeping department.

OR

What is Public Area Cleaning? Explain front-of-house area cleaning.

(10)
Q.7. Draw the organisation chart of housekeeping department. Briefly list the duties of desk control supervisor. 

(10)

Q.8. Write short notes on any five:

(a) Room check list  (b) Room occupancy report  
(c) Card key  (d) Linen hire  
(e) Dry cleaning  (f) Par stock  
(g) Murphy bed  (h) Calendaring  

(5x2=10)

Q.9. Write in brief:

(a) Dental kit  (b) Linen chute  (c) Foyer  
(d) Valet  (e) Runner  (f) Guest loan item  
(g) Dust sheet  (h) Log book  (i) Vanity unit  
(j) Chamois leather  

(10x1=10)

Q.10. Fill in the blanks:

(a) The evening housekeeping service is also referred as _________ service.  
(b) _________ is the minimum set of linen maintained by hotels.  
(c) _________ comes under back-of-house.  
(d) The greenish colour occurred on the outer surface of metal is called _________.  
(e) _________ is the protective metal cover worn on thumb and index finger while sewing.  
(f) Duty roaster are prepared by _________.  
(g) The size of a standard pillow case is _________.  
(h) _________ is an example of an abrasive.  
(i) _________ is an example of a bleach.  
(j) The ________ key can open all doors at all the floors.  

(10x1=10)