Q.1. Explain the importance of housekeeping in hotels. List the areas for which the housekeeping is responsible in the hotel.  
(5+5=10)

OR

Explain the principles of cleaning.  
(10)

Q.2. What are the criteria for selection of mechanical equipment? Briefly explain the use, care and maintenance of any two.  
(5+2 ½ + 2 ½ =10)

Q.3. List the amenities that may be placed on the vanity counter of a 5-star deluxe hotel.  
OR

What special care would you take as a housekeeper of a 5-star deluxe hotel for accommodating a physically challenged guest?  
(10)

Q.4. Explain the step by step procedure for cleaning of a check-out room.  
(10)

Q.5. What are the different types of keys used in the hotel? Also explain the process of key control used by the hotels.  
(5+5=10)

OR

What do you understand by Maid’s Service Room? Also draw a well labeled layout of the Maid’s Service Room.  
(2+8=10)

Q.6. Draw the layout of a Linen Room.  
(10)
Q.7. Draw the checklist used for guest room inspection. Also explain the importance of inspecting of a guest room.

OR

Explain the process of cleaning of the following areas:
(a) Swimming pool
(b) Purchase office

(5+5=10)

Q.8. Explain the difference between a commercial laundry and an on-premises laundry.

(10)

Q.9. Explain the following terms:
(a) Dust sheet  (b) Rust  (c) Vestibule
(d) Bed cover  (e) Surfactant  (f) Skipper
(g) Crinkle sheet  (h) Duvet  (i) Turn down service
(j) Loan items

(10x1=10)

Q.10. A Write the placement of following amenities in the room:
(i) Hangers
(ii) Coffee sachets
(iii) Electronic safe
(iv) TV remote
(v) Dutch wife

B Elaborate the following abbreviations:
(i) OOO
(ii) DND
(iii) SO
(iv) DL
(v) V

(5+5=10)

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