Q.1. What is the importance of housekeeping in hotels? Enlist various areas of responsibility of the housekeeping department.

Q.2. What are the different types of manual equipment used in the housekeeping department? Explain in brief.

OR
List the most common cleaning agents used in the hotel. Explain any three in brief.

Q.3. What do you mean by “cleaning”? Write any five principles of cleaning. Define any three techniques of cleaning.

Q.4. Explain the detailed procedure of cleaning a checked-out room.

OR
What is Turn-down Service? What are the tasks done in the Turn-down Service in hotels?

Q.5. Draw the layout of a linen room of a hotel. Write the planning features of a linen room.

OR
Enlist the public areas of a hotel. Write the procedure of cleaning a swimming pool.
Q.6. Explain the laundry cycle with special reference to wash cycle.  
OR  
Explain the procedure of handling a Lost and Found article in a hotel. (10)

Q.7. Describe a Chambermaids trolley with a neatly labeled diagram. (10)

Q.8. A Where are the following supplies kept in the guest room:
(i) Dental Kit
(ii) Scribble Pad
(iii) Shower Gel
(iv) Business Kit
(v) Shoe Mitt

B Write the features and name few supplies, specially provided in the guest rooms for single lady travellers. (5+5=10)

Q.9. Define the following:
(i) Rollaway Bed  (ii) Grand Master Key
(iii) Dustette  (iv) Chandelier
(v) Hopper  (vi) Linen Chute
(vii) Rubber Mattress  (viii) Second Service
(ix) Dry Cleaning  (x) Guest Loan Item

(10x1=10)

Q.10. Fill in the blanks:
(a) __________ is situated on every floor where cleaning agents, linen and equipment are stored for guest room cleaning.
(b) The bed which folds against a wall is called __________.
(c) The other name of a sewing kit is __________.
(d) Linen that is declared officially unfit for use is __________ linen.
(e) __________ are protective covers worn on thumb and index finger while sewing.
(f) __________ is the process of stain removal.
(g) __________ is used to remove excess water from the floors.
(h) __________ is used for handover records in housekeeping.
(i) __________ is a continental quilt with synthetic filling.
(j) __________ is a method of protecting metals from corrosion.

(10x1=10)

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