Q.1. Explain the role of housekeeping department in hospitality industry. (10)

Q.2. Explain the procedure of (any two):
(a) Lost and found
(b) Handling guest laundry
(c) Cleaning window panes

(2x5=10)

Q.3. What is meant by the following terms? (any ten):
(a) The housekeeping day
(b) Abrasives
(c) Ergonomics
(d) Second service
(e) Pest
(f) E-key
(g) OPL
(h) Preventive maintenance
(i) Z-bed
(j) EPNS
(k) Scanty baggage
(l) OOO
(m) Cabana
(n) Vanity unit

(10x2=20)

Q.4. What are cleaning agents? Discuss any five briefly. (3+7=10)

Q.5. Explain the cleaning procedure for public restroom.

OR

List different guest supplies in a guestroom and guest bathroom. (6)

Q.6. Write short notes on the following:
(a) Resort hotels
(b) Key control
(c) Cleaning agent

(3x4=12)
Q.7. How would you remove the following stains? (any five):
(a) Perspiration
(b) Mud
(c) Ink (red)
(d) Coffee
(e) Ballpoint ink
(f) Curry
(g) Lipstick

Q.8. List the duties and responsibilities of:
(a) GRA
(b) Linen room supervisor

Q.9. Fill in the blanks:
(a) Hard water is treated using _______ and _______ methods.
(b) The size of a standard single bed sheet is _______ inches.
(c) _______ is a type of cleaning agent.
(d) _______ room is a type of room with studio bed.
(e) DND card stands for ________.
(f) ________ are services/items placed in guest room for convenience of guest for no extra cost.

Q.10. State True or False:
(a) Lanai is a type of room located near the swimming pool.
(b) Glass paper is used for polishing.
(c) Section keys open guestroom doors that are double locked.
(d) A small hotel will have its in-house laundry.
(e) Chamois are short fabric loosened and shed from a fabric.
(f) Vacuum cleaner is a cleaning agent.