

SECTION-B

- Q2. Discuss the various types of soiling.
- Q3. What are pests? Why is their control important?
- Q4. Write a note on the coordination of housekeeping with maintenance department.
- Q5. Which three attributes, in your opinion, are absolutely essential in housekeeping staff? Justify your answer.
- Q6. List the principles of cleaning.

SECTION-C

- Q7. Write an essay on role of Housekeeping in guest satisfaction and repeat business.
- Q8. What is the scope of housekeeping in institutions other than Hotels?
- Q9. Discuss about various types of pollution, with reference to hotel industry.

SECTION B

2. Describe in brief about the role of housekeeping department in hotel.
3. Give job description of a Guest room Attendant.
4. Draw the format for lost and found slip.
5. Classify various types of furniture used in hotel.
6. What is cleaning agent? Classify them.

SECTION C

7. Draw the layout of a housekeeping department for a 500 room hotel.
8. Classify various types of rooms with their functioning in a hotel.
9. Justify the statement : *"Housekeeping control desk act as a nerve system of department"*.

SECTION B

2. What is the role of control desk during emergency housekeeping department?
3. Differentiate cylindrical vacuum cleaner and up-right vacuum cleaner?
4. Give the job description of night supervisor.
5. List 5 basic amenities of guest room.
6. Name 5 Manual Cleaning Equipment used in Housekeeping Department.

SECTION C

7. Draw the Organizational structure of Housekeeping Department of Large Hotel.
8. Classify cleaning equipment? Explain any five mechanical cleaning equipment in detail.
9. Discuss the Inter-relationship between Front Office and Housekeeping.

SECTION C

7. Write the co-ordination of Housekeeping Department with Front Office and Maintenance Department.
8. Explain the Job Description and Job Specification of Executive Housekeeper.
9. Discuss the Documentation maintained by the Housekeeping control desk.

SECTION-B

2. What role does the housekeeping department play in ensuring guest satisfaction and repeat business?
3. Explain responsibilities of the housekeeping control desk.
4. Give the job description of a GRA.
5. What is a duty roster? Explain with a sample format.
6. Draw and label the layout of a twin room.

SECTION-C

7. Classify and give brief information about all cleaning agents that are used by the housekeeping department.
8. Draw the organization structure of the housekeeping department of a medium sized hotel. Explain duties of a linen keeper.
9. On what specific points does the housekeeping department coordinate with the Front Office and Maintenance? Enlist and explain.