

[Time : 2½ Hours]

[ Marks : 75 ]

Please check whether you have got the right question paper.

**N.B:** 1. All questions are compulsory.

1. (a) Fill in the blanks :

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- 1) \_\_\_\_\_ is a pocket like pleat created at the foot of the bed so as to allow guest to tuck in their feet.
- 2) \_\_\_\_\_ is the room in need of house-keeping services before it can be registered to an arriving guest.
- 3) The nerve center of the house-keeping department for dissemination of information and communication to and from the department is called as \_\_\_\_\_.
- 4) \_\_\_\_\_ is a class of key that open all guest room door that are not double lock.
- 5) \_\_\_\_\_ is a term used for periodic or annual cleaning of the hotel guest room.

(b) Match the following :

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1) VIP 3	– Steam bath cubicles
2) Saunas	– Small pools of warm water
3) Spa Bath	– Ministers, celebrities
4) VIP 1	– Therapeutic use of sun rays
5) Solariums	– Regular repeat guest

(c) Define the following terms :

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- 1) Mitring
- 2) Z – Bed
- 3) Guest essentials
- 4) Night spread
- 5) Duvet

2. Write the following (any three) :

15

- 1) What are the various tasks carried out while cleaning the health club?
- 2) Explain the procedure of cleaning the bathroom of occupied room.
- 3) List down ten principles of cleaning.
- 4) Explain any five standards of cleaning.
- 5) What steps would you follow to clean :
  - i) Elevators
  - ii) Staircases
- 6) Explain the procedure for vacant room cleaning.

TURN OVER



3. Answer the following (any three) :

15

- 1) List the tasks carried out during second service.
- 2) List down any ten guest amenities placed in the guest room.
- 3) Write a short note on Turn down service.
- 4) Explain the setting up of Maids trolley.
- 5) Draw and explain the format of
  - i) Log book and
  - ii) Key control register
- 6) Draw a neat layout of floor pantry and label it.

4. Explain the following (any three) :

15

- 1) Explain :
  - (a) Emergency key      (b) Supply key      (c) Master key
  - (d) Guest room key      (e) Section key
- 2) Explain the procedure of handling lost & found.
- 3) Define Pest. Explain the preventive and control measures used for files.
- 4) What procedure would be followed if the room is with no luggage?
- 5) Explain the procedure of entering the guest room "if the guest is in the Bathroom".
- 6) Write a note on 'Care and Control of Keys'.

5. Explain the following (any three) :

15

- 1) Explain :
  - (a) Tarnish and Stain
  - (b) Short note on frequency of cleaning.
- 2) Draw a neat format of :
  - (a) Housekeeping room status report
  - (b) Gate pass
- 3) Draw a neat sketch of Maids Trolley.
- 4) Write a short note on –
  - Closing down after cleaning of the guest room.