

Q.P. Code :00116

[Time: 2 $\frac{1}{2}$ Hours]

[Total Marks:75]

Please check whether you have got the right question paper.

N.B: 1. All questions are compulsory.

Q.1 A. Explain the following terms.

(05)

1. Minibar
2. Squeegee
3. City Hotel
4. Double Lock
5. Sleep Out

B. Fill in the blanks.

(05)

1. A small hotel generally has _____ no. of rooms.
2. Room for changing / resting near a pool is called _____.
3. A person who delivers guest laundry is called _____.
4. _____ is an example of Abrasive cleaner.
5. Besides Silvo, _____ is the other method for polishing silver.

C) Match the following.

(05)

	Column 1		Column 2
1.	Vacuum cleaner	A.	carpet
2.	MICE	B.	Altering / Mending
3.	Public Area.	C.	Convention hotel
4.	Linen Room.	D.	Cloak Room
5.	Box Sweeper.	E.	Suction.

Q.2 Attempt any three questions.

(15)

1. How are hotels classified according to Length of stay? Give Example.
2. List Ten qualities of good housekeeping staff & Explain importance of any Two.
3. Explain the following rooms :-
 - a. Connecting Room
 - b. Suite Room.
 - c. Efficiency Room.
4. What are the activities performed during Turn down service by the GRA?
5. Define Hotel & Explain what is a Heritage Hotel.
6. Enlist the responsibility of Linen Room Supervisor.

TURN OVER

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Q.3 Attempt any three questions.

(15)

1. Draw the organization chart of HK department for a Medium Size Hotel.
2. List the duties & responsibilities of Control Desk Supervisor.
3. How does HK department co-ordinate with front office department?
4. What are different types of brushes used in Housekeeping department? Explain their uses.
5. List five mechanical Equipment's & Explain any Two in detail.
6. Draw a neatly labelled diagram of HK floor pantry.

Q.4 Attempt any three questions.

(15)

1. What are different types of Ceramic? Give the step by step procedure for cleaning of a decorative ceramic vase.
2. What is the difference between Routine & Spring Cleaning?
3. Draw the format for Maintenance work order form. Explain its use.
4. Differentiate between Solvents & Bleaches.
5. What are the Qualities of good Detergent?
6. What are various methods for issuing Cleaning Agents?

Q.5 Attempt any three questions.

(15)

1. What are duties of Cloak Room Attendant?
2. Write the step by step procedure for cleaning Glass Panel.
3. List the different types of Mops their uses & care.
4. What is the importance of Housekeeping department in a Hotel?