



HDR-010-1041004

Seat No. _____

**First Year Bachelor of Hotel & Tourism
Management (Sem. I) (CBCS) Examination**

November / December – 2017

1.4 : Housekeeping - I

(New Course)

Faculty Code : 010

Subject Code : 1041004

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

[Total Marks : 70

- Instructions :** (1) All questions carry 14 marks each.
(2) Attempt any five questions.

- 1 What are the attributes, in your opinion, are absolutely essential in housekeeping staff ? Justify your answer. 14

OR

- 1 List the duties and responsibilities of the following staff : $4 \times 3\frac{1}{2} = 14$

- (a) Floor supervisor
- (b) Desk supervisor
- (c) Executive housekeeper
- (d) Houseman

- 2 Differentiate between : $7 \times 2 = 14$

- (a) Block cleaning and orthodox cleaning
- (b) Scrim and swab
- (c) Pile lifter and dustette
- (d) Carpet and rug
- (e) Vacant room and vacated room
- (f) Kentucky mop and do-all mop
- (g) Sleeper and skipper.

3 What are the points to be considered by Executive Housekeeper while selecting equipment for the property? Give five examples of manual and mechanical equipment and describe them briefly. 14

4 Classify hotels on the basis of Clienteles with examples. 14

OR

4 Classify hotels on the basis of Alternate accommodation with examples. 14

5 Explain why key control is important and how it can be controlled with types of keys. 14

6 What does a guest room means to a guest ? Explain any 10 types of guest room. 14

OR

6 What do you mean by guest satisfaction and what are the ways to maximize repeat business ? 14

7 Do as directed : 10+4=14

(a) Define the following : 5×2=10

- (i) Dirt
- (ii) Entomologically clean
- (iii) Chamois
- (iv) Hospitality suite
- (v) Detergent

(b) Write down the co-ordination of housekeeping with other departments.
