

ENGLISH VERSION

1 Write about the types of services offered in the hotels. 10

OR

1 Write about the meaning and importance of hospitality. 10

2 Explain the duties and responsibilities of the house-keeping staff. 10

OR

2 Explain the types of cleaning. 10

3 Explain the organization of house-keeping department. 10

OR

3 Explain the co-ordination of house-keeping department with other departments of the hotel. 10

4 Write about the types of linen and what points should be considered while selecting the linen. 10

OR

4 Write about various cleaning agents. 10

5 Write short notes on : (any two) 10

(1) Cleaning techniques

(2) Records keeping and distribution of the linen

(3) Selection of the uniform

(4) Give information of various decorative accessories which used in the hotel.
