



JBA-0101041004

Seat No. _____

First Year B. H. T. M. (Sem. I) Examination

December - 2019

1.4 : Housekeeping - I

(New Course)

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

[Total Marks : 70

- Instructions :** (1) The maximum marks is 70
(2) Question 1 & 2 are compulsory.
(3) Attempt any three questions from Q. 3 to Q. 8

1 Define the terms : 14×1=14

- (a) Cabana
- (b) Skipper
- (c) Lanai
- (d) Guest loan items
- (e) Front of the house
- (f) Master key
- (g) Stay over
- (h) Single room
- (i) Twin Room
- (j) Scanty baggage
- (k) Emergency key
- (l) Out of order
- (m) SOP
- (n) Job List

2 Do as directed : 8+6=14

- (a) Write short notes on any **two** from the 2×4=8
following in 150 words :
- (i) Role and responsibilities of executive housekeeper
 - (ii) Attributes in your opinion are absolutely essential
in housekeeping staff

- (iii) The importance of housekeeping in hospitality operations
- (iv) Job description and job specification
- (b) Write short notes on any **two** from the following in 100 words : **3×2=6**
- (i) The procedure of lost keys
- (ii) Discuss what a guestroom means to a guest?
- (iii) Layout of single room
- (iv) Water as a cleaning agent
- 3** Outline the organization chart of housekeeping department in a five star hotel having 400 rooms. Also list the duties of guest room attendant. **14**
- 4** Draw a neat layout of housekeeping department and explain various functions of the department. **14**
- 5** Explain the types of keys and its control. **14**
- 6** Describe in brief the type of manual equipment used by housekeeping staff. **14**
- 7** What are cleaning agents? Classify and explain the cleaning agents? **14**
- 8** What is housekeeping? List the duties and responsibilities performed by housekeeping department? **14**
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