



B-010-1201004

Seat No. _____

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

March - 2021

(1.4) Housekeeping - I
(Subject) (New Course)*

Faculty Code : 010

Subject Code : 1201004

Time : **3 Hours**]

[Total Marks : **70**

- Instructions :** (1) The maximum marks are 70.
(2) Question 1 & 2 are compulsory.
(3) Attempt any three questions from Question 3 to 8.
(4) All questions carry 14 marks each.

1 Define the terms : **14×1=14**

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

2 Write short notes on: **8+6=14**

- (a) Any two from the following in around 300 words : **2×4=8**
- (i) Role and responsibilities of executive housekeeper.
 - (ii) Essential attributes of housekeeping staff.
 - (iii) Importance of housekeeping in hospitality operations.
 - (iv) Job description and Job specification.
- (b) Any two from the following in around 200 words : **3×2=6**
- (i) Procedure of handling 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. List the duties of guest room attendant.

- 4 Draw a neat layout of housekeeping department and explain various functions of the department.
 - 5 Explain the types of keys and their control.
 - 6 Describe in brief the types of manual equipment used by housekeeping staff.
 - 7 What are cleaning agents? Classify the cleaning agents. Explain the classification in detail.
 - 8 What is housekeeping? List the duties and responsibilities perform by housekeeping department.
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