



Seat No. \_\_\_\_\_

**HAB-010-1202004**

**First Year B. H. T. M. (Sem. II) Examination**

**May - 2023**

**Housekeeping - II\*\* : 2.4**

*(New course)*

**Faculty Code : 010**

**Subject Code : 1202004**

Time :  $2\frac{1}{2}$  / Total Marks : 70

- Instructions :**
- (1) All questions carry 14 marks each.
  - (2) Questions 1 and 2 compulsory questions.
  - (3) Attempt any three from questions 3 to 7

**1 Do as directed:** **7+7=14**

(a) Fill in the blanks **7**

- (i) Clean the \_\_\_\_\_ by scrubbing the toilet, sink, and shower/tub with cleaning solution.
- (ii) Before leaving the room, \_\_\_\_\_ that everything is in order and that you have not left anything behind.
- (iii) Check the room for any lost & found items and report them to \_\_\_\_\_.
- (iv) Vacuum or sweep the \_\_\_\_\_ paying attention to corners and under the bed.
- (v) If a guest reports a lost item, the hotel may ask for a \_\_\_\_\_ to help locate it.
- (vi) Housekeeping should check each room thoroughly for lost items during the \_\_\_\_\_ process.
- (vii) Lost & found items should be stored in a secure location to prevent \_\_\_\_\_.

- (b) Match the following: 7
- |   |                           |
|---|---------------------------|
| (A) Cleaning windows and mirrors          | (i) Duster                |
| (B) Cleaning bathroom surfaces            | (ii) Guest Amenities      |
| (C) Emptying trash & replacing bin liners | (iii) Room service menu   |
| (D) Dusting furniture and surfaces        | (iv) Glass Cleaner        |
| (E) Restocking guest amenities            | (v) Mini bar              |
| (F) Cleaning mini bar                     | (vi) Dustpan and Brush    |
| (G) Updating room service menu            | (vii) All Purpose Cleaner |
- 2** Write short notes on any seven from the following: **2×7=14**
- |                              |                     |
|------------------------------|---------------------|
| (a) Centralized linen room   | (f) Dust            |
| (b) Decentralized linen room | (g) Dirt            |
| (c) Guest laundry area       | (h) Tarnish         |
| (d) Lighting and Ventilation | (i) Foreign Matters |
| (e) Par Stock                | (j) Stain           |
- 3** Define cleaning and the various types of soiling and write the soiling methods for removing them. **14**
- 4** Explain the procedure for the daily cleaning of a vacated room and elaborate the procedure for cleaning a guest bathroom. **14**
- 5** Explain the following registers and forms maintained by housekeeping control desk : **14**
- |                                      |                            |
|--------------------------------------|----------------------------|
| (a) Memo book                        | (b) Logbook                |
| (c) Register for missing guest items | (d) Guest message register |
| (e) Key control sheet                | (f) SOP Manual             |
- 6** Draft the general duties and responsibilities of housekeeping supervisors. **14**
- 7** Explain the various types of guest complaints with examples. How should a supervisor handle guest complaint? **14**