

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2015-2016**

COURSE : 1<sup>st</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Foundation Course in Accommodation Operations - I  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Discuss in detail the functions of the housekeeping department of a hotel. (10)

**OR**

Explain duties and responsibilities of:

- (a) Floor Supervisor  
(b) Housekeeping Desk Supervisor

(5+5=10)

Q.2. (a) Explain **any five** essential qualities of a housekeeper.  
(b) Draw the organization chart of housekeeping department of a 300 room 5-star hotel. (5+5=10)

Q.3. What do you mean by "Cleaning Schedules/Cleaning Frequency". Explain the different cleaning schedules practiced in hotels with appropriate examples. (2+8=10)

**OR**

Explain **any five** cleaning procedures used in housekeeping department.

(10)

Q.4. Explain how computers have helped in conducting daily housekeeping operations in hotel efficiently and smoothly? (10)

Q.5. Write short notes on the following (**any four**):

- |                                 |                        |               |
|---------------------------------|------------------------|---------------|
| (a) Floor Maintenance Machine   | (b) Detergent          | (c) Dry Mops  |
| (d) Wall finishes               | (e) Floor seals        | (f) Abrasives |
| (g) Co-ordination with security | (h) Duties of houseman |               |

(4x2 ½ =10)

Q.6. Discuss functions for which Housekeeping department co-ordinates with:  
(a) Front Office (b) Maintenance (c) Food and Beverage  
(4+3+3=10)

Q.7. Differentiate between:  
(a) Stain and Tarnish (b) Galvanising and Lacquering  
(c) Hardwood and Softwood (d) Leather and rexines  
(d) Conventional Cleaning and Block cleaning  
(5x2=10)

Q.8. What do you understand by Eco-friendly products in housekeeping? Name **three** eco-friendly products.  
(7+3=10)

**OR**

Define detergent. What are some of the qualities of a good detergent?  
(10)

Q.9. **A** How would you clean following surfaces:  
(i) Brass door handle (ii) Glass window  
(2 ½ + 2 ½ = 5)

**B** Write full form of:  
(i) EPNS (ii) OOO (iii) HWC (iv) WC (v) SB  
(5x1=5)

Q.10. Fill in the blanks:  
(a) \_\_\_\_\_ is an alloy of copper and tin.  
(b) \_\_\_\_\_ leather is used for cleaning glass and silver polishing.  
(c) \_\_\_\_\_ is used to remove excess water from floors.  
(d) Sweeping is done before \_\_\_\_\_.  
(e) \_\_\_\_\_ is an alloy of copper and zinc.  
(f) \_\_\_\_\_ denotes the acidity and alkalinity of substances.  
(g) \_\_\_\_\_ is a reaction in which fats/oils reacts with alkali to form soap.  
(h) \_\_\_\_\_ is another term for taps.  
(i) \_\_\_\_\_ is used to polish brass.  
(j) Parquet is a \_\_\_\_\_ finish.  
(10x1=10)

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