

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2013-2014

COURSE : Diploma in Housekeeping
SUBJECT : Housekeeping Operation
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Write **seven** major duties and responsibilities of a Floor Supervisor. (7)
- Q.2. Draw an ideal layout of housekeeping department for a 5-star hotel. (5)
- Q.3. Explain the following terms in **one or two** lines:
- | | |
|-----------------|----------------------|
| (a) Valet | (b) Scanty baggage |
| (c) Cabana | (d) Studio room |
| (e) Par stock | (f) Control desk |
| (g) Cloak room | (h) DND card |
| (i) Public area | (j) Floor master key |
- (10x2=20)
- Q.4. Answer the following in brief:
- | |
|--|
| (a) Draw and explain function of a vacuum cleaner. |
| (b) Name different types of hotel keys. |
| (c) Explain turn-down service. |
| (d) Name six bathroom supplies. |
- (6x4=24)
- Q.5. Draw the format of the following:
- | |
|--------------------|
| (a) Key register |
| (b) Lost and found |
- (2x5=10)
- Q.6. Name **five** laundry equipment and **five** laundry chemicals. (5+5=10)
- Q.7. Expand the following:
- | | | |
|---------|---------|----------|
| (a) OOO | (b) WC | (c) EPNS |
| (d) BNB | (e) DND | |
- (5x1=5)

Q.8. Give **one** word for the following:

- (a) A suite of two floors.
- (b) A set of two rooms one of which is a bedroom.
- (c) Cloth used to clean window panes.
- (d) Room near the swimming pool.
- (e) Prepares occupancy report.
- (f) Service which is done in the evening.

(6x1=6)

Q.9. Match the following:

- | | |
|--------------------|----------------------|
| (a) Chute | (i) Wrinkled sheet |
| (b) Sheer curtains | (ii) Linen |
| (c) Night spread | (iii) Bathroom |
| (d) Vanity unit | (iv) Room furnishing |
| (e) Laundry bag | (v) Chamber maid |
| (f) Vacuum cleaner | (vi) Room supply |
| (g) Room key | (vii) Dust |

(7x1=7)

Q.10. State True or False:

- (a) Polishes are used to clean glass surface.
- (b) Disinfectant kills germs.
- (c) Methylated spirit is a solvent cleaner.
- (d) Sub master key is with the room attendant.
- (e) Vim powder is an abrasive.
- (f) A small hotel has an in-house laundry.

(6x1=6)
