

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2014-2015

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. Explain the role of housekeeping department in hospitality industry. (10)

Q.2. Explain the procedure of (**any two**):
(a) Lost and found
(b) Handling guest laundry
(c) Cleaning window panes (2x5=10)

Q.3. What is meant by the following terms? (**any ten**):
(a) The housekeeping day (b) Abrasives
(c) Ergonomics (d) Second service
(e) Pest (f) E-key
(g) OPL (h) Preventive maintenance
(i) Z-bed (j) EPNS
(k) Scanty baggage (l) OOO
(m) Cabana (n) Vanity unit (10x2=20)

Q.4. What are cleaning agents? Discuss **any five** briefly. (3+7=10)

Q.5. Explain the cleaning procedure for public restroom.
OR
List different guest supplies in a guestroom and guest bathroom. (6)

Q.6. Write short notes on the following:
(a) Resort hotels
(b) Key control
(c) Cleaning agent (3x4=12)

Q.7. How would you remove the following stains? (**any five**):

- (a) Perspiration
- (b) Mud
- (c) Ink (red)
- (d) Coffee
- (e) Ballpoint ink
- (f) Curry
- (g) Lipstick

(5x2=10)

Q.8. List the duties and responsibilities of:

- (a) GRA
- (b) Linen room supervisor

(5+5=10)

Q.9. Fill in the blanks:

- (a) Hard water is treated using _____ and _____ methods.
- (b) The size of a standard single bed sheet is _____ inches.
- (c) _____ is a type of cleaning agent.
- (d) _____ room is a type of room with studio bed.
- (e) DND card stands for _____.
- (f) _____ are services/items placed in guest room for convenience of guest for no extra cost.

(6x1=6)

Q.10. State True or False:

- (a) Lanai is a type of room located near the swimming pool.
- (b) Glass paper is used for polishing.
- (c) Section keys open guestroom doors that are double locked.
- (d) A small hotel will have its in-house laundry.
- (e) Chamois are short fabric loosened and shed from a fabric.
- (f) Vacuum cleaner is a cleaning agent.

(6x1=6)
