

F.Y
V-74

BTH-107 HOTEL HOUSEKEEPING

24/5/2012
May-2012

T74/V74/BHM204/BTH107/EE/20120522

Time : Three Hours

Marks : 80

Instructions for the candidates :

- 1) All questions are **compulsory**.
 - 2) Draw suitable diagrams and sketches wherever necessary.
 - 3) Assume suitable data if necessary.
 - 4) Figures to the right indicate full marks.
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1. Write notes on **any eight** of the following.

16

- a) Housekeeping control desk
- b) Evening service
- c) Public area
- d) Par stock
- e) Dry cleaning
- f) Florist
- g) OOO
- h) SB
- i) Stain removal
- j) Double room
- k) Room report
- l) Ikebana

2. Answer **any four** of the following questions in about 40 to 45 words each.

12

- a) Write the duties and responsibilities of an executive housekeeper.
- b) Write about the various registers and files maintained at the housekeeping control desk.
- c) Write three personal attributes of the housekeeping staff.
- d) Write the procedure to be followed by the hotel staff while entering a guest room.
- e) Write about the types of detergents used in stain removal.
- f) Write the provisions to be followed to prevent fire in a hotel.

3. Answer **any four** of the following questions in about 40 to 45 words each. 12
- a) Write a note on second service.
 - b) Write the duties and responsibilities of GRA.
 - c) List the points to be discussed during briefing and scheduling of staff.
 - d) List the points in dirty dozen.
 - e) Draw and explain a room report.
 - f) Write the contents of a maid's cart.
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4. Answer **any two** of the following questions in about 80 to 90 words each. 12
- a) List the points required to keep flowers fresh in flower arrangements.
 - b) Explain the coordination of the housekeeping department with :
 - i) Front office
 - ii) F&B service
 - c) List the functions of carpets.
5. Answer **any two** of the following questions in about 80 to 90 words each. 12
- a) Draw formats of :
 - i) Floor inventory form
 - ii) Employee gate pass
 - b) Write the cleaning agents and the methods to remove following stains :
 - i) Lipstick
 - ii) Turmeric
 - iii) Nail polish
 - c) Explain any three types of flower arrangements.
6. Answer **any two** of the following questions in about 100 to 120 words each. 16
- a) Write the bed making procedure.
 - b) Explain :
 - i) Weekly cleaning procedure
 - ii) Spring cleaning procedure
 - c) What does a room mean to a guest?