

Q.1 A. Explain the following terms

1. PH Scale Page no 178
2. Rotels Page no 5
3. Sleep out - The Guest who occupies Room, but do not use bed.
4. Departure Page no 55
5. Electroplating Page no 205

B. Fill in the blanks

(05)

COMMERCIAL HOTEL

1., these hotels cater mostly to businessmen and are typically designed on European plan.
2. Furniture's which are older than 100 years is called as ANTIQUE FURNITURE
3. ECOTEL HOTEL, is an Environmentally Sensitive hotels.
4. The hotel & Restaurant Approval Classification Committee (HRACC) with its head quarters in NEW DELHI
5. CONCIERGE, is a French terminology referring to member of hotel staff who assists guests by handling luggage, making reservations, arranging tours, booking tickets.

C. Match the column

(05)

- | | | | |
|-------------------|---|--|---|
| 1. Hotel | - | Hotel on wheels | 2 |
| 2. Rotels | - | Altering & Mending | 4 |
| 3. Box sweeper | - | Karcher | 5 |
| 4. Tailor room | - | Provides Accommodation, Food & Beverages | 1 |
| 5. Vacuum Cleaner | - | Carpet | 3 |

Q.2 Attempt any three questions

(15)

1. Explain the co-ordination of housekeeping with Maintenance Department? Page no 43
2. Enlist the roles of housekeeping department in hotels? Page no 18
3. List down & explain the sections under Housekeeping Department? Page no 38
4. Explain in detail the Level of service category of hotels with its types? Page no 07
5. Explain the Duties & Responsibilities of control desk supervisor? Page no 27
6. Explain the following rooms:
(a) Hospitality Room
(b) Sico room
(c) Hollywood Twin room } Page no 228

Q.3 Attempt any three questions

(15)

1. Explain in detail any 05 Mechanical Equipments? Page no 160
2. Write down the duties & responsibilities of Public Area Supervisor? Page no 27
3. Draw the organization chart for Medium size hotel? Page no 21
4. Explain in detail about the different types of vacuum cleaner? Page no 161
5. Explain in detail about the different types of mops used in housekeeping along with care & cleaning of dry mops? Page no 148
6. Explain in detail about different types of brushes? Page no 145

Q.4 Attempt any three questions

(15)

- 2
1. Explain detail about classification of polishes? Page no 182
 2. List down any 07 Common cleaning agents and explain any 03? Page no 167
 3. Explain the qualities of Good detergent? Page no 188
 4. List down different types of ceramics with its cleaning procedure? Page no 218
 5. Explain the cleaning procedure for flat glass & hollow glassware? Page no 211
 6. Explain the cleaning procedure for Steel? Page no 208

Q.5 Attempt any three questions

(15)

1. Write a short note on cleaning chandeliers? Page no: 214
2. Explain duties & responsibilities for Cloak room attendant? Page no 29
3. Explain Adaptability & Presence of mind as a personality attribute with operational situational examples?
4. Explain the cleaning procedure for silver surface? Page no 206