

Roll No.

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J-3308[S-1164]

[2037]

PGDATHM (Semester - 2nd)

HOUSEKEEPING IN HOSPITALITY OPERATIONS (PGDATHM-206)

Time : 03 Hours

Maximum Marks : 75

Instruction to Candidates:

- 1) Section - A is **compulsory**.
- 2) Attempt any **Nine** questions from Section - B.

Section - A

Q1)

(15 x 2 = 30)

- a) Name different public areas in a large hotel.
- b) What are the rules to be followed in public areas of a hotel?
- c) What is a computerized key card?
- d) Identify typical cleaning responsibilities of the housekeeping department.
- e) What do you understand by area inventory lists?
- f) Define frequency schedules.
- g) Differentiate between performance standards and productivity standards.
- h) Write down the procedure for taking physical inventory.
- i) What are the four Key Areas for establishing housekeeping standards in a hotel?
- j) Make a list of common housekeeping cleaners used in a hotel.
- k) Write short notes on Managing Hotel Inventories.
- l) Mention all public areas of a large hotel.
- m) Define stains.
- n) Give some general care guidelines for furniture and fixtures.
- o) Mention a floor care procedure.

P.T.O.

Section - B

(9 x 5 = 45)

- Q2)** As an executive housekeeper of a mid-size hotel, identify your housekeeping responsibilities and prepare a working plan to carry out your responsibilities.
- Q3)** Discuss the steps to optimize the efficiency of the cleaning department of a hotel.
- Q4)** As a Uniform/Linen room Supervisor of a hotel, identify your housekeeping responsibilities and prepare a working plan to carry out your responsibilities.
- Q5)** As a Room Attendant of a large hotel, identify your housekeeping responsibilities and prepare a working plan to carry out your responsibilities.
- Q6)** What do you mean by inspection? What are the various types of inspections that are undertaken as a routine in a hotel?
- Q7)** Make a list of common housekeeping cleaners explaining their use.
- Q8)** “Housekeeping is not a revenue generating department. The controlling of its expenditure becomes even more important from this point of view”. Discuss this with reference to controlling housekeeping expenses in a hotel.
- Q9)** Explain the importance of effective communication between housekeeping, and the front office.
- Q10)** Write a note on Managing inventories of recycled and non-recycled items in a hotel.
- Q11)** Develop procedures for public area and other types of cleaning.
- Q12)** Write a detailed note on lost and found procedure.
- Q13)** Prepare an organizational structure of a large hotel.
