

863
Diploma Programme in Hospitality & Hotel Administration
(Previous)
Examination 2010
EHM-102
Introduction to Housekeeping

Time: 3 Hours

Maximum Marks:35

SECTION -A

Note: i) Attempts all questions. All questions carry equal marks. Limit of your answer is 20 words.

- 1) What is DND ?
- 2) What is Valet Service?
- 3) What is turn-down service ?
- 4) What is WC ?
- 5) What is Twin Room ?
- 6) What is Par-Stock?
- 7) What is Bath Robe?
- 8) What is Damp Mapping?
- 9) What is Dust-Pan?
- 10) What is Cloak Room?

SECTION - B

- 1) Draw a layout of a single room in a hotel?
- 2) Write the procedure of Baby Sitting.
- 3) Write about the various types of Keys used in Hotels
- 4) What are the influent rules on Guest floor.
- 5) Write about the VIP handling procedure in a Hotel.
- 6) Draw a sketch of Model Housekeeping department.
- 7) List out various linens used in a room including bathroom in a hotel.
- 8) What is Room discrepancy report.
- 9) Write lost and found procedure by Housekeeping department.
- 10) List 10 files and formats being used in Housekeeping departments.

SECTION-C

- 1) Write job description of Executive Housekeeper?
- 2) Write a note on cleaning agents being used by House Keeping department in Hotels.
- 3) Write how Housekeeping coordinates with other departments of a hotel.
- 4) How will you supervise a room in a Five Star Hotel System.