

<b>CP-9712</b>
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<b>Sub. Code</b>
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<b>21111</b>
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**CRAFT CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 2018**

**First Semester**

**House Keeping**

**HOUSE KEEPING OPERATIONS**

**(2018 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** the questions.

1. What is the work of an upholsterer?
2. What are the main responsibilities of H.R.D?
3. What is meant by horticulture?
4. Define house keeping.
5. What is meant by floor pantry?
6. What is meant by evening service?
7. What is meant by periodic cleaning?
8. What is meant by Baby sitting?
9. State the types of keys.
10. What is meant by lost and found?

**Part B****(5 × 5 = 25)**Answer **all** the questions.

11. (a) Draw Maid's carts, name its parts.

Or

(b) Elaborate on key control.

12. (a) What are the rules to be followed on guest floors?

Or

(b) Write a short note on bed making procedure.

13. (a) How to clean a vacant room?

Or

(b) How cleaning equipments are classified?

14. (a) How to care and store cleaning equipments?

Or

(b) Define cleaning agents as follows :

(i) Acid.

(ii) Alkaline.

(iii) Disinfectants.

(iv) Deodorant.

15. (a) Draw any two Mechanical cleaning equipments.

Or

(b) Draw any five manual cleaning equipments.

**Part C**

(3 × 10 = 30)

Answer **all** the questions.

16. (a) Briefly explain about inter-departmental co-ordination.

Or

- (b) Briefly explain about job description of executive house keeper and deputy house keeper.

17. (a) Write in detail about the qualities of house keeping staff.

Or

- (b) Draw a layout of house keeping for large hotel.

18. (a) List out and explain about types of rooms.

Or

- (b) List out and explain the standard supplies provided in the guest rooms like VIP's room and supplies on request?
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**CP-9713**

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**21112**

**CRAFT CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 2018**

**First Semester**

**House Keeping**

**HOUSE KEEPING SERVICES**

**(2018 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** the questions.

1. How linens are classified?
2. What are the difference between condemned and cut down linen?
3. What is meant by Hydro extractors?
4. What is meant by calendar machine?
5. What is the purpose of flower arrangement?
6. What are the primary and secondary colours?
7. What are the role of accessories in interior decorations?
8. What is meant by stock taking?
9. List out the services offered in guest laundry.
10. List out the equipments used in linen room.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Draw layout of laundry department.

Or

- (b) Write about the role of laundry agents.

12. (a) What are the activities of a linen room?

Or

- (b) List out the sizes of bed linen and bath linen.

13. (a) Enumerate and explain in detail about the equipments used in laundry department. (Work of any two machines)

Or

- (b) Write a note on :

(i) Sorting

(ii) Weighing

(iii) Loading.

14. (a) What are the equipments used for flower arrangement?

Or

- (b) What are the styles of flower arrangement?

15. (a) What are the basic elements of art and principles of design?

Or

- (b) Write a short note on lighting and lighting systems.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write about Western Japanese, free style flower arrangement.

Or

- (b) Explain Interior decoration.

17. (a) Write briefly about decorations during various occasions with example.

Or

- (b) Explain in detail about handling of guest laundry.

18. (a) How to purchase and hire linen in terms of quality and quantity?

Or

- (b) What are the duties and responsibilities of linen keeper and linen room attendant?

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**CRAFT CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 2018**

**Non-Semester**

**Housekeeping**

**HOUSEKEEPING OPERATIONS**

**(2016 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define Housekeeping.
2. Write a short note on maids-court.
3. Name some types of Brushes.
4. Define floor burnishing machine.
5. Write a short note on floor panty.
6. Define :
  - (a) Cleaning Equipment
  - (b) Cleaning Agent.
7. Write a short note on Evening Cleaning.
8. What is meant by baby-sitting?

9. What is meant by spring cleaning?
10. Explain :
  - (a) Bath-robe
  - (b) DND
  - (c) Red slip
  - (d) Discrepancy report.

**Part B** (5 × 5 = 25)

Answer **all** questions.

11. (a) Write a job description of House keeping supervisor.

Or

- (b) Draw the layout of House keeping department and explain it.

12. (a) What are the qualities required for Housekeeping staff?

Or

- (b) Draw the organizational chart of large Hotel.

13. (a) Name some records and registers maintained in Housekeeping department?

Or

- (b) Define cleaning agent as follow
  - (i) Acid
  - (ii) Alkaline
  - (iii) Disinfectants
  - (iv) Deodorants.



14. (a) Write the cleaning procedure of occupied room.  
Or  
(b) Write the difference between weekly cleaning and spring cleaning.
15. (a) What are the rules and regulation followed in guest floor?  
Or  
(b) Write any ten room supplies for Normal room and VIP room.

**Part C** (3 × 10 = 30)

Answer **all** questions.

16. (a) Write the procedure of bed making in detail.  
Or  
(b) Name some different types of room and explain it.
17. (a) What are the different types of keys and explain how to control it.  
Or  
(b) What are the procedure to be followed in public area cleaning?  
(i) Corridor's  
(ii) Lobby  
(iii) F & b outlets.
18. (a) What is role of Housekeeping department in Hospitality industries?  
Or  
(b) How should be interdepartment relation between  
(i) Housekeeping and Front office  
(ii) Housekeeping and F & B department.

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**CRAFT CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 2018**

**Non-Semester**

**House Keeping**

**HOUSE KEEPING SERVICES**

**(2016 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What is Linen Hire?
2. Who is a Valet?
3. What is monogramming?
4. What is express service in guest laundry?
5. Give example for VIP amenities.
6. Mention the different styles of flower arrangements.
7. Name some equipments used in flower arrangements.
8. What are the elements of interior design?
9. What are primary colour?
10. What is upholstery?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write short notes on purchase of linen.

Or

- (b) Briefly explain about storage standard and inspection.

12. (a) What is condemned linen?

Or

- (b) Write the duties of linen room attenders.

13. (a) Classify laundry agents.

Or

- (b) Write the flow process of industrial laundry.

14. (a) Write short notes on normal service.

Or

- (b) Explain floor pantry.

15. (a) What are the equipments needed for flower arrangement?

Or

- (b) Define lighting and lighting systemics.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the duties and responsibilities of laundry manager.

Or

- (b) Explain the various types of laundry machines.

17. (a) Explain the various activities of house keeping stores and supplies.

Or

- (b) Explain decoration during various occasions.

18. (a) Explain the art of interior design.

Or

- (b) Explain the styles of flower arrangements.
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**CP-9716**

**Sub. Code**

**21113**

**CRAFT CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 2018**

**Non-Semester**

**House Keeping**

**HOUSE KEEPING HYGIENE AND WORK SAFETY**

**(2016 Onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Mention the importance of good grooming.
2. What are the importance of good uniform?
3. List out any five cleaning equipments.
4. Mention the uses of vacuum cleaner.
5. What are the classification of fire?
6. What is first Aid?
7. What are the cause of accidents?
8. Name some different types of pest.
9. How to exadicate mosquitoes?
10. What is recycling?

**Part B****(5 × 5 = 25)**Answer **all** questions.

11. (a) Write the importance of good health.

Or

- (b) Write the importance of good attitudes.

12. (a) Give the importance of good deserving wells.

Or

- (b) What is proper maintenance?

13. (a) What are the uses and care of cleaning equipments?

Or

- (b) What is sanitation?

14. (a) What are the different types of pest – explain.

Or

- (b) What are the types of waste-explain?

15. (a) Write about eco friendly disposal methods.

Or

- (b) Write the short notes for storage commodities.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) List out any ten cleaning equipments and explain the uses in house keeping department.

Or

- (b) Explain lost and found.

17. (a) Explain bed making methods.

Or

- (b) Explain about hygiene about house keeping department.

18. (a) Write about garbage disposal.

Or

- (b) Explain room cleaning procedure.

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**CRAFT CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 2018**

**Non- Semester**

**House Keeping**

**HOUSE KEEPING OPERATIONS**

**(Upto 2015 Batch)**

Time : 3 Hours

Maximum : 100 Marks

**Part A**

(5 × 8 = 40)

Answer any **five** questions.

1. Explain–Interdepartmental Relationship of House – keeping with other Departments.
2. Draw the Organizational Structure of the Housekeeping Department in the Five star Hotel.
3. List out and Explain-Importance of commonly used HK Cleaning Equipments.
4. Explain–Housekeeping Cleaning Agents and its Importance.
5. Explain–Housekeeping Cleaning Methods.
6. Explain –Housekeeping Cleaning Procedures of  
(a) Bathroom (b) Morning and Evening services
7. Explain–Housekeeping service procedures of Occupied Room
8. Explain – Public Area Cleaning



**Part B**

(4 × 15 = 60)

Answer **any four** questions.

9. Explain – (a) Importance of Housekeeping department  
(b) Types of Guest Rooms.
  10. Explain - Duties and Responsibilities of Housekeeping department Staff.
  11. List out and Explain – Importance of Mechanical Cleaning Equipments.
  12. Explain the importance of storage and maintenance of  
(a) Housekeeping Equipments (b) Housekeeping Cleaning Agents.
  13. Explain – Housekeeping cleaning procedures of various surfaces  
(a) Wood (b) Metal (c) Glass (d) Ceramics (e) Laminated  
(f) Carpeted
  14. Explain – Housekeeping service procedures of Vacant Room.
  15. Explain – Housekeeping service procedures of Checkout Room.
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**CRAFT CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 2018**

**Non-Semester**

**Housekeeping**

**HOUSEKEEPING SERVICES**

**(Upto 2015 batch)**

Time : 3 Hours

Maximum : 100 Marks

**Part A**

(5 × 8 = 40)

Answer any **five** questions.

1. Draw the layout of linen room and explain.
2. What are the classification of linen and give example?
3. Write a short note on linen room activities.
4. What are the flow process of laundry and explain it?
5. Write a short note on :
  - (a) Housekeeping store
  - (b) Floor pantry
6. Write the procedure of guest laundry.
7. What are the principle of flower arrangement?
8. Write a short note on interior decoration? and what are the elements of interior decoration?

**Part B**

(4 × 15 = 60)

Answer any **four** questions.

9. Draw the layout of laundry and explain it.
  10. Define par stock, stock taking and inventory control.
  11. What is the role of light and light fittings in interior decoration? Explain it.
  12. Name some laundry equipments and explain it.
  13. What are the different types of flower arrangement and explain it?
  14. What is mean by stain removal? and what are the classification of stains?
  15. Name some registers and records maintained in linen room and laundry department.
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**CRAFT CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 2018.**

**Non-Semester**

**House Keeping**

**HOUSE KEEPING HYGIENE AND WORK SAFETY**

**(Upto 2015 batch)**

Time : 3 Hours

Maximum : 100 Marks

**Part A**

(5 × 8 = 40)

Answer any **five** questions.

1. List out the importance of personal hygiene
2. List out various types of cleaning equipments in housekeeping department and how will you maintain it?
3. Explain the importance of good ventilation.
4. List out various types of keys handling in Housekeeping department and how will you control it?
5. Explain : (a) Accident and Sickness (b) First aid.
6. Explain the role of Housekeeping department to control the Pest.
7. Explain — Collection and Storage of Garbage.
8. What are the different methods of Waste Disposals?

**Part B**

(4 × 15 = 60)

Answer any **four** questions.

9. Highlight the importance of personal grooming.
  10. How will you maintain the floors and walls in a hygienic way?
  11. List of explain — Safety Working Methods.
  12. Explain : (a) Lost and Found (b) Fire Prevention.
  13. Explain — Pest Control
  14. Explain — Types of Waste and Refuse.
  15. List out and Explain — Disposal Methods.
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