

C-0579

Sub. Code

21111

**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2019**

First Semester

Housekeeping

HOUSEKEEPING OPERATION

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** 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 housekeeping.
5. What is meant by floor pantry?
6. What is meant by evening service?
7. What is meant by period cleaning?
8. What is meant by baby sitting?
9. State the types of key.
10. What is meant by lost and found?

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

11. (a) Draw Maids, 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 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) Disinfectant
- (iv) Deodorant.

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

Or

- (b) Draw any two manual cleaning equipments.

Part C

(3 × 10 = 30)

Answer **all** 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 housekeeping staff.

Or

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

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

Or

- (b) List and explain about the standard supplies provided in the guest rooms like VIP's room and supplies and request.
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C-0580

Sub. Code

21112

**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2019**

First Semester

House Keeping

HOUSE KEEPING SERVICES

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. How linens are classified?
2. What are the difference between condemned and cut down linen?
3. What is meant by Hydro extraction?
4. What is meant by calender 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 the interior decoration?
8. What is meant by stock talking?
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 the bed linen and bath linen.

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

Or

(b) Write note on :

(i) Sorting

(ii) Weighing

(iii) Loading.

14. (a) What are the equipments used in 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 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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21121

**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2019**

Second Semester

House Keeping

HOUSE KEEPING HYGIENE AND WORK SAFETY

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. State the importance of good uniforms.
2. How to care ourself in personal hygiene?
3. State the importance of good grooming.
4. Why good ventilation is necessary?
5. How fires are classified?
6. List out the common accidents which will happen in hotel's public area.
7. What is meant by sanitation and disinfection?
8. What is meant by pest control?
9. What is meant by garbage disposal?
10. Mention the uses of vacuum cleaners.

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

11. (a) How cleaning equipments are classified?

Or

- (b) Write a short note on fire extinguishers.

12. (a) What are the types of floors? Explain.

Or

- (b) Advantages and disadvantages of carpets.

13. (a) Write about the good attitudes of house keeping staff.

Or

- (b) State the importance of good health and personal hygiene.

14. (a) Elaborate on safety in hotel's at various areas.

Or

- (b) Elaborate on security in hotel's at various areas.

15. (a) Explain about the common accidents occurring in hotel's and how to prevent it?

Or

- (b) List out the materials found in hotel's first aid kit.

Part C**(3 × 10 = 30)**Answer **all** questions.

16. (a) What are the types of pests found in hotels and how to irradiate them?

Or

- (b) Elaborate on garbage disposal.

17. (a) What are the types of waste and refuse and explain in detail.

Or

- (b) Write a note on :

(i) Sterilization

(ii) Disinfection

(iii) Sanitation methods for guest rooms and public areas.

18. (a) Write a note on storage of commodities.

Or

- (b) What is fire prevention? Explain.
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**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2019**

Non-Semester

House Keeping

HOUSE KEEPING OPERATIONS

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Give a brief note on importance of Housekeeping Department.
2. What do you mean by Housekeeping Room report?
3. Write short notes on Room Inspection checklist.
4. What is Grand Master Key?
5. What do you mean by Housekeeping Job order?
6. What is Valet?
7. What do you mean by ON-Change?
8. What do you mean by Tent Card?
9. What do you mean by Blocked Room?
10. Write short notes on Crinkle Sheet.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain-Job description of Floor Supervisor.
Or
(b) Explain – duties and responsibilities of Deputy Housekeeper.
12. (a) Draw and Explain-Housekeeping Maid’s cart.
Or
(b) Explain – classification and types of Housekeeping Equipments with diagram.
13. (a) Explain Housekeeping Cleaning Agents and its uses.
Or
(b) Explain :
(i) Godowns
(ii) Housekeeping stores.
14. (a) Explain – Public Area Cleaning procedures of Housekeeping Department.
Or
(b) Explain – Special cleaning procedures of Housekeeping Department.
15. (a) Explain the following Special Services :
(i) Babies sitting
(ii) Second service
(iii) Freshen up service
(iv) Valet service.
Or
(b) What you mean by Red Slip? and Explain the preparation procedure of Red Slip.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) List out and explain Good Qualities of Housekeeping staff.

Or

- (b) Explain Job description of Executive Housekeeper.

17. (a) Explain :

- (i) Bed making procedures
- (ii) Periodic Cleaning Procedures.

Or

- (b) List out and explain Housekeeping Mechanical Equipments and its uses.

18. (a) Explain interdepartmental Relationship of Housekeeping Department with other Departments.

Or

- (b) Draw and explain Organizational Structure of Housekeeping Department in a Five Star Hotel.

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**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2019**

Non Semester

House Keeping

HOUSE KEEPING SERVICES

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Name the bed linen with their sizes.
2. Name the bath linen with their sizes.
3. What is washer is laundry?
4. What is dry cleaner in laundry?
5. What is a guest supply?
6. What are guest amenities?
7. Name few flowers used in flower arrangement.
8. Write two flower arrangement with a small description.
9. What is candescent lighting?
10. What is incandescent lighting?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Briefly write the activities in a linear room.

Or

- (b) Write the duties and responsibilities of a linear room staff.

12. (a) What are the procedures followed in handling guest laundry?

Or

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

13. (a) Briefly write about house keeping supply store.

Or

- (b) Write the list of supplies provided in guest bathroom and also write the items provided on request.

14. (a) What is the role of colours in interior designing?

Or

- (b) What is the role of accessories in interior decoration?

15. (a) Write the purpose of a flower arrangement.

Or

- (b) What are the various decorations done during different occasions?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) List out kinds of linen used in accommodation section and also mention the storage standards.

Or

- (b) Write the stock taking procedures and their record maintenance.

17. (a) Explain in detail about the role of laundry agents.

Or

- (b) Explain laundry in detail.

18. (a) Explain the importance of interior decoration in hotel.

Or

- (b) Explain different styles of flower arrangements.
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21113

**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2019**

Non-Semester

Housekeeping

HOUSEKEEPING HYGIENE AND WORK SAFETY

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. State the importance of good hygiene.
2. Why should room attendants wear gloves and face mask, while cleaning public area toilets?
3. Classify Fires.
4. List out any five materials in a first aid kit.
5. What is the significance of guest room keys?
6. Define Dis-infection.
7. What are the common pests found in Guest rooms?
8. What are types of waste?
9. How to extinguish electric fire in hotel's kitchen?
10. What are causes of accidents?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) State the importance of good attitudes.
Or
(b) State the importance of Personal Hygiene.
12. (a) How to care and maintain mechanical equipments?
Or
(b) Explain manual cleaning equipments.
13. (a) Write a short note on safety and security in hotels.
Or
(b) What are the causes of accidents?
14. (a) How to prevent and control pests?
Or
(b) Enumerate the nuisance caused by pests.
15. (a) Draw and explain parts of a vacuum cleaner.
Or
(b) List out basic aids used in house keeping department.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) State the advantages and disadvantages of Carpets.
Or
(b) What are the different types of floor coverings found in hotels?

17. (a) Briefly explain about good ventilation.

Or

(b) Elaborate on Personal Hygiene.

18. (a) Write a detail note on waste and refuse disposal.

Or

(b) Brief out Sanitation methods followed in guest room areas and Public Areas in star category hotels.

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**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2019**

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 :
 - (a) Importance of Housekeeping department
 - (b) Types of Guest Rooms.
2. Explain : Duties and Responsibilities of Housekeeping department Staff.
3. List out and Explain : Importance of Mechanical Cleaning Equipments.
4. Explain the importance of storage and maintenance of
 - (a) Housekeeping Equipments
 - (b) Housekeeping Cleaning Agents.
5. Explain – Frequency of Housekeeping cleaning.

6. Explain – Housekeeping cleaning procedures of various surfaces
 - (a) Wood
 - (b) Metal
 - (c) Glass
 - (d) Ceramics
7. Explain – Housekeeping service procedures of Vacant Room.
8. Explain – Housekeeping service procedures of Checkout Room.

Part B

(4 × 15 = 60)

Answer any **four** questions.

9. Explain – Interdepartmental Relationship of Housekeeping with other Departments.
10. Draw the Organizational Structure of the Housekeeping Department in the Five star Hotel.
11. List out and Explain – Importance of commonly used HK Cleaning Equipments.
12. Explain – Housekeeping Cleaning Agents and its Importance.
13. Explain – Housekeeping Cleaning Methods.
14. Explain – Housekeeping service procedures of Occupied Room.
15. Explain — Public Area Cleaning.

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21112

**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2019**

Non-Semester

House Keeping

HOUSE KEEPING SERVICE

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 100 Marks

Part A

(5 × 8 = 40)

Answer any **five** questions.

1. What are the Registers and Records to be maintained in Linen section?
2. Draw the Floor plan layout of Linen Room in a Five Star Hotel.
3. List out and explain Housekeeping Laundering methods for various Fabrics.
4. List out and explain (a) Laundry Equipments and Agents (b) Stain Removal.
5. List out and explain the importance of Housekeeping Guest Room supplies, Amenities and its storage control.
6. Explain importance of the flower arrangements and what are the materials used for Flower Arrangements?
7. List out and explain various types of colorful flower arrangements for different occasions.
8. Highlights and list out the importance of Lightings.

Part B

(4 × 15 = 60)

Answer any **four** questions.

9. List out and explain
 - (a) Importance of Linen section.
 - (b) Duties and responsibilities of Linen Room Staff.
10. What do you mean by Linen control and how will you administrate linen the Room activities?
11. Draw the layout of Laundry and explain its various sections in a Five Star Hotel.
12. Explain the importance of Housekeeping Supply Store / Floor Linen Room.
13. Draw and explain Housekeeping Maid's Cart.
14. List out and explain various types of Western Flower arrangements.
15. List out and highlight the importance of
 - (a) Soft furnishing
 - (b) Accessories in Interior Decorations.

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21113

**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2019**

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. Highlight the Importance of Personal Grooming.
2. How will you maintain the Floors and Walls in a Hygienic way?
3. Explain the importance of Good designing and proper Maintenance to sustain the hygiene.
4. List out and Explain — Safety Working Methods.
5. Explain: (a) Lost and Found (b) Fire Prevention.
6. Explain — Pest Control.
7. Explain — Types of Waste and Refuse.
8. List out and Explain — Disposal Methods.

Part B

(4 × 15 = 60)

Answer any **four** questions.

9. List out the Importance of Personal Hygiene
 10. Explain the importance of Good Ventilation
 11. List out various types of Keys handling in Housekeeping department and How will you control it?
 12. Explain - (a) Accident and Sickness (b) First aid
 13. Explain the role of Housekeeping department to control the Pest.
 14. Explain — Collection and Storage of Garbage
 15. What are the different methods of Waste Disposals?
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