

C-1293

Sub. Code

21111

**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2019**

First Semester

House Keeping

HOUSE KEEPING OPERATIONS

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. List any two registers used in control desk.
2. What do you mean by Log Book?
3. Write the other name given for maid's cart.
4. Write the description for Studio room and Cabana.
5. What is the use of Housekeeping store?
6. Define pH value.
7. What is called Second Service?
8. What is known as Dirty Dozen?
9. Define E-Key
10. Explain the terms: DL, OOS.

Part B

(5 × 5 = 25)

Answer **all** the questions.

11. (a) Explain: Graveyard Shift.

Or

- (b) Write short notes on interdepartmental relationship with housekeeping and Stores.

12. (a) What are the activities carried out in control desk?

Or

- (b) Write the importance of Briefing.

13. (a) Write a short note on Manual equipments.

Or

- (b) Draw and explain the use of a Vacuum cleaner.

14. (a) How to clean an occupied room?

Or

- (b) How to clean the public area in a hotel?

15. (a) What are the rules to be followed on a guest floor?

Or

- (b) Explain the term: Valet Service

Part C

(3 × 10 = 30)

Answer **all** the questions.

16. (a) Discuss the role of housekeeping department in hospitality industry.

Or

- (b) Explain the duties and responsibilities of a Public area Supervisor.

17. (a) Briefly explain the qualities of housekeeping staff.

Or

(b) Explain the care and storage of cleaning equipments in housekeeping department.

18. (a) Write in detail about the bed making procedure.

Or

(b) Differentiate and explain: Second Service and Evening Service.

C-1294

Sub. Code

21112

**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2019**

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. Define : Par Stock.
2. What do you mean by inventory?
3. What is meant by the term 'Salt of lemon'?
4. What is known as 'Soap curd'?
5. What is the use of Housekeeping store?
6. Define Amenity.
7. List few equipments used in flower arrangement.
8. What is the other name for 'Oriental Flower arrangement'?
9. Define : Interior Decoration.
10. Write the types of interior design.

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

11. (a) Explain the duties of Linen room attendant.
Or
(b) Write the procedure for condemned linen.
12. (a) Discuss the advantages and disadvantages of dry-cleaning.
Or
(b) Explain the classification of bleaches.
13. (a) What are the points to be considered while storing in housekeeping stores?
Or
(b) Draw and explain about floor pantry.
14. (a) Write about the various flowers used in flower arrangements.
Or
(b) Explain the terms : Oasis, Nagerie.
15. (a) What is the importance of lighting?
Or
(b) Expand and explain : LED.

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

16. (a) Explain the linen issuing procedure.
Or
(b) Explain the duties and responsibilities of a linen room supervisor.

17. (a) Briefly explain the process of dry cleaning.

Or

(b) What are the features to be followed in a flower arrangement?

18. (a) Write in detail about the classification of lightings.

Or

(b) Discuss Prang's color system with the help of a color wheel.

C-1295

Sub. Code

21121

**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 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** questions.

1. State the importance of good uniforms.
2. How to Care outself 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 accident 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 Vaccum cleaners.

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

11. (a) How cleaning equipments are classified?
Or
(b) Write a short note on Fire extinguisher.
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 hotels 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 short note on storage of Commodities.

Or

- (b) What is fire prevention? Explain
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C-1296

Sub. Code

21111

**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 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. Write Short notes on Housekeeping Department.
2. Write Short notes on Housekeeping Electronic key.
3. Write Short notes on Linen exchange book.
4. What is DND, OOO.
5. Write Short notes on Evening Service.
6. Write Short notes on Log book.
7. Write Short notes on Wash and Change.
8. Define – Par Stock.
9. Write Short notes on Discrepancy Report.
10. Write Short notes on Lounge.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain - Job description of Executive House Keeper.

Or

- (b) Explain- Job description of House Man.

12. (a) Explain interdepartmental relationship of Housekeeping department with other departments.

Or

- (b) Explain — Good Qualities of Housekeeping department Staff.

13. (a) List out and Explain Housekeeping Mechanical Equipments and its uses.

Or

- (b) Explain: (i) Machine Room (ii) Floor Pantry.

14. (a) Explain – Daily Cleaning Procedures of House keeping department.

Or

- (b) Explain – Periodic Cleaning Procedures of House keeping department.

15. (a) Explain- Bed making Procedures.

Or

- (b) What are the different types of Standard Supplies Provided in the Guest Room?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw and explain Organization Structure of Housekeeping department in a Five Star Hotel.

Or

- (b) Explain — Public Area Cleaning Procedures of Housekeeping department.

17. (a) Explain Housekeeping Cleaning Agents and its Uses.

Or

- (b) Explain the following special services.

- (i) Babies Sitting
- (ii) Second service
- (iii) Freshen up service
- (iv) Valet service

18. (a) What you mean by Red Slip? and Explain the preparation procedures of Red Slip.

Or

- (b) Draw and Explain—Housekeeping Maid's Cart.

C-1297

Sub. Code

21112

CCC IN HK EXAMINATION, NOVEMBER 2019

Non Semester

House Keeping

HOUSEKEEPING SERVICE

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is a condemned linen?
2. What is linen hire?
3. What is hydro extraction?
4. What is buffer in laundry terms?
5. Name the guest amenities placed on the writing table.
6. Name the guest amenities placed on the coffee table.
7. Name the materials used for flower arrangement.
8. What is a flower arrangement? Why is it required in a room?
9. What are the different lighting systems available?
10. What is a fixture?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write a short note on linen storage standards and inspection.

Or

- (b) Write all the table linen with their sizes.

12. (a) What is Normal service and Express service in handling guest laundry?

Or

- (b) Classify laundry agents.

13. (a) How to replenish the guest supplies in a floor party?

Or

- (b) What are the procedures involved in the issuing of both guest supplies?

14. (a) Explain what a flower arrangement is and also give the equipments and materials used.

Or

- (b) Name five occasions and suggest different flower arrangements for each occasion.

15. (a) Explain the role of colour in interior design and the role of accessories in interior decoration.

Or

- (b) Write the Basic elements of art and principles of interior design.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are the duties and responsibilities of linen room staff?

Or

- (b) What is the role of laundry agents?

17. (a) Explain the flow process of industrial laundering.

Or

- (b) Explain Western, Japanese and free style of flower arrangement.

18. (a) What are the storage standards and inspection of hotel linen?

Or

- (b) What is the procedure of collecting guest laundry and provide them with either normal or express service?
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C-1298

Sub. Code

21113

**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2019**

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. State the importance of good hygiene.
2. Why should Room attendants wear gloves and faces mask, when 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 the 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 Equipment.
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.

C-1299

Sub. Code

21111

**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 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. What is the difference between housemaid and chamber maid?
2. Differentiate between Job description and Job Specification.
3. Draw the chart of housekeeping equipments and its types.
4. How will you classify housekeeping inventories?
5. Discuss water as universal cleaning agent.
6. Explain the principles of cleaning.
7. Write down the procedure for cleaning an occupied room.
8. List out the supplies kept in a guestroom.

Part B

(4 × 15 = 60)

Answer any **four** questions.

9. Explain the duties and responsibilities of a floor supervisor.
 10. Describe the qualities required for the housekeeping personnel.
 11. Explain in detail about the Mechanical cleaning equipments.
 12. What are the points to be considered while selecting the cleaning agents?
 13. Discuss the various methods used for cleaning.
 14. Explain the amenities and supplies kept in a VIP room.
 15. Draw the floor supervisor checklist and explain in detail.
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C-1300

Sub. Code

21112

**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 2019**

Non – Semester

Housekeeping

HOUSEKEEPING SERVICE

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 100 Marks

Part A

(5 × 8 = 40)

Answer any **five** questions.

1. List out and Explain
 - (a) Importance of Linen section
 - (b) Duties and Responsibilities of Linen Room staffs
2. What do you mean by Linen control and how will you administrate the linen Room activities
3. Draw the layout of Laundry and explain its various section in a five star hotel
4. Explain the importance of Housekeeping Supply Store / Floor Linen Room
5. Draw and explain- Housekeeping Maid's cart
6. List out and explain various types of Western Flower arrangements

7. Briefly explain about interior decorations and list out the importance of choices of
 - (a) Colors
 - (b) Furnishers and its arrangements
8. List out and highlight the importance of Soft furnishing

Part B

(4 × 15 = 60)

Answer any **four** questions.

9. What are the Registers and Records to be maintained in Linen Section?
10. Draw the floor plan layout of Linen Room in a five star hotel
11. List out and explain - Housekeeping Laundering Methods for various fabrics
12. List out and explain- (a) Laundry Equipments and Agents
(b) Stain removal
13. List out and explain the importance of Housekeeping Guest Room supplies, Amenities and its storage control
14. List out and explain various types of colorful Flower arrangements for different occasions
15. Highlights and list out the importance of
 - (a) Lightings
 - (b) Accessories in Interior Decorations

C-1301

Sub. Code

21113

**CRAFT CERTIFICATE COURSE EXAMINATION,
NOVEMBER 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. What is called Grooming?
2. What is the importance of personal hygiene?
3. Why good ventilation is required in hotels?
4. What is fire prevention?
5. Write a short note on first aid box.
6. Classify Fire with a suitable diagram.
7. List the types of pests commonly found in hotels.
8. What is known as Waste disposal?

Part B

(4 × 15 = 60)

Answer any **four** questions.

9. Why grooming of staff is important in hospitality industry?
 10. How can we maintain walls in a hygienic way?
 11. Write a short note on the prevention of accidents and sickness.
 12. Draw and explain the procedure of Using a Fire extinguisher.
 13. How garbage is collected and recycled in hotels?
 14. Explain types of waste and reducing methods.
 15. List the precautions to be taken in the use of pesticides.
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