

C-4509

Sub. Code

21111

CRAFT CERTIFICATE COURSE EXAMINATION

HOUSE KEEPING

NOVEMBER 2021 EXAMINATION

First Semester

HOUSE KEEPING OPERATIONS

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is spring cleaning?
2. Explain shortly : briefing.
3. What is a Dusttee?
4. Explain the terms : Linen chute, Dunet.
5. What is a checklist? Draw a small format.
6. What is second service?
7. Give examples of deodorants.
8. What is DND and DNCO?
9. Explain LANAI, PENT House.

10. Explain discrepancy report.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the role of housekeeping in hospitality industry.

Or

(b) Explain the qualities of housekeeping staff.

12. (a) Explain the duties of floor supervisor.

Or

(b) Explain the coordination of housekeeping with H.R.D.

13. (a) Briefly explain the various cleaning frequencies.

Or

(b) Step down the procedures for cleaning occupied room.

14. (a) What are the various VVIP and VIP supplies provided? Explain with a chart.

Or

(b) What is the procedure for cleaning health club in hotel?

15. (a) Write short note on 'E-Key'.

Or

- (b) Explain : Valet bag, tooth glass, crinkle sheet, sewing kit, sauna.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw the organizational chart of housekeeping department in large hotel.

Or

- (b) Explain the bed making procedure.

17. (a) Explain in detail about the "TURN DOWN SERVICE".

Or

- (b) Write about the various placement of guest room supply in the room.

18. (a) What are the various types of keys used in housekeeping department?

Or

- (b) Explain the LOST and FOUND procedure.

C-4510

Sub. Code

21112

CRAFT CERTIFICATE COURSE EXAMINATION

HOUSE KEEPING

NOVEMBER 2021 EXAMINATION

First Semester

HOUSE KEEPING SERVICES

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Write few names of bath linen.
2. Write about the various size of guest room linen.
3. What is stock taking?
4. Define : Detergents.
5. What is called as Express Service?
6. What is known as Amenities?
7. Name few materials used in flower arrangement.
8. What do you mean by free style?
9. What is the role of color in interiors?

10. What are the accessories used for decoration?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the record of dispatch and delivery.

Or

(b) Write short notes on purchase of linen.

12. (a) Describe the flow process of industrial laundering.

Or

(b) Write the importance guest laundry in a hotel.

13. (a) What are the items kept in a chamber maid trolley?

Or

(b) Draw and explain : floor pantry.

14. (a) Write a short note on flower arrangement.

Or

(b) Discuss the types of arrangement in a five star hotel category.

15. (a) Explain the terms : Hue and Shade.

Or

- (b) How are carpets cleaned and maintained?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw the layout of linen room and explain.

Or

- (b) Explain the duties and responsibilities of an Linen room attendant.

17. (a) Briefly explain the role of laundry agents.

Or

- (b) Explain the procedure for issue of supplies.

18. (a) Write in detail about the various flower arrangement kept in public areas.

Or

- (b) Explain the factors affecting interior design.

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