

**C-8042**

**Sub. Code**

**21111**

**CRAFT CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 2022**

**First Semester**

**House Keeping**

**HOUSE KEEPING OPERATIONS**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** the questions.

1. Explain about the two registers used in controls.
2. Explain any two mechanical equipments.
3. Explain about polishes and floor scales.
4. Explain about weekly cleaning.
5. Define pH value.
6. Why bed making is important?
7. Explain Freshen up service.
8. What is a Red slip?
9. What is E-key?
10. Explain about Master key.

**Part B**

(5 × 5 = 25)

Answer **all** the questions.

11. (a) Write the job description of deputy HK.

Or

- (b) Mention the attributes of HK staff.

12. (a) Explain about manual equipments.

Or

- (b) Explain any five cleaning agents.

13. (a) Explain about the cleaning of pool side and patio areas.

Or

- (b) Explain the cleaning of occupied room.

14. (a) Explain about scheduled and records of public area cleaning.

Or

- (b) Explain :

- (i) Tent card
- (ii) Vacant Room
- (iii) Sannabath
- (iv) Discrepancy Report
- (v) Crib (any three)

15. (a) Explain about key control.

Or

- (b) Explain the cleaning of check out room.

**Part C**

(3 × 10 = 30)

Answer **all** the questions.

16. (a) Draw the hierarchy chart of large hotel.

Or

- (b) Explain the Inter departmental relationship of HK with other departments.

17. (a) Explain in detail about mechanical and manual equipments.

Or

- (b) Explain in detail about public area cleaning.

18. (a) Clearly explain the process of bed making.

Or

- (b) Explain in about the lost and found department, its procedures and records.

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**C-8043**

**Sub. Code**

**21112**

**CRAFT CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 2022.**

**First Semester**

**House Keeping**

**HOUSE KEEPING SERVICES**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** the questions.

1. What is linen?
2. What is stock taking?
3. What is Guest Laundry?
4. Explain express service.
5. Explain Amenities.
6. Enlist few equipments used for flower arrangement.
7. What is a free style flower arrangement?
8. What is Interior decoration?
9. What is upholstery?
10. Explain in two types of lighting systems in Hotels.

**Part B**

(5 × 5 = 25)

Answer **all** the questions.

11. (a) Mention all the types of Linen and its sizes.

Or

- (b) Explain about the storage standards and dection of linen.

12. (a) Explain any two laundry equipments with a heat diagram.

Or

- (b) Explain about Guest laundry.

13. (a) Explain the classification of bleaches.

Or

- (b) Explain about HK supply store.

14. (a) Explain all styles of flower arrangement.

Or

- (b) Explain about the flowers and colours used in F.A.

15. (a) Why light is important and explain the different types of lights.

Or

- (b) Write about Hotel furnitures.

**Part C**

(3 × 10 = 30)

Answer **all** the questions.

16. (a) Explain the handling process of condemned linen – procedures and records.

Or

- (b) Explain the Flow process of Industrial Laundering.

17. (a) Explain the process of dry cleaning.

Or

- (b) What are all the features to be followed in F.A?

18. (a) Discuss about prang's colour wheel.

Or

- (b) Explain the basic elements and principles of Interior design.

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**C-4511**

**Sub. Code**

**21121**

**CRAFT CERTIFICATE COURSE EXAMINATION**

**HOUSEKEEPING**

**APRIL 2022**

**Second Semester**

**HOUSEKEEPING HYGIENE AND WORK SAFETY**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. How to care ourself in personal hygiene?
2. What is good attitude?
3. Mention some different types of floors.
4. Give examples for manual equipments.
5. List some first aid materials.
6. What is safety?
7. What is fumigation?
8. Name some insects found in hotels.
9. What is meant by eco-friendly?

10. What are the methods of collecting waste?

**Part B**

(5 × 5 = 25)

Answer **all** questions by choosing either (a) or (b).

11. (a) Write a short note on good attitude.

Or

(b) Describe briefly about personal hygiene.

12. (a) Write a short note on carpets.

Or

(b) State the importance of good designing walls.

13. (a) Describe a short note on fire prevention.

Or

(b) Name five first aid material and give its uses.

14. (a) What are the areas of infection in hotels, explain?

Or

(b) How to control and prevent rodents?

15. (a) Describe storage commodities.

Or

(b) Briefly explain how to recycle garbages.

**Part C**

(3 × 10 = 30)

Answer **all** questions by choosing either (a) or (b).



16. (a) Explain how do we take care of our health.

Or

(b) Explain how to handle cleaning equipments.

17. (a) What is the importance of safety and security in hotels?

Or

(b) Explain the causes and prevention of accidents.

18. (a) Mention the different kinds of pest and explain its prevention and control.

Or

(b) Explain a detail not eon waste and refuse disposal.

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