

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2014-2015

COURSE : 1st Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Accommodation Operations - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Housekeeping department plays an important role in the effective operation of a hotel. Justify.

OR

Discuss the various functions of housekeeping department in a 5 star hotel.

(10)

Q.2. Give hierarchy of the medium size housekeeping department. Give role of top three positions.

OR

Draw a lay-out of a housekeeping department in a large hotel.

(10)

Q.3. Enumerate the desirable qualities essential for housekeeping staff.

(10)

Q.4. Write short notes on wall & floor finishes.

OR

List the various manual equipment used in the housekeeping department. Suggest the care and maintenance for the same.

(10)

Q.5. Write in brief about the inter-departmental co-operation of the housekeeping department with front office department and maintenance.

(5+5=10)

Q.6. Give short answer (**any two**):

- (a) Duties of Executive Housekeeper.
- (b) Conventional cleaning and block cleaning.
- (c) Soapy detergent and synthetic detergent.

(2x5=10)

Q.7. Define detergent. Enumerate qualities of a good detergent.

(3+7=10)

OR

Discuss use of Eco-friendly products in housekeeping.

(10)

Q.8. Explain the following terms:

- | | | |
|----------------|--------------|----------------|
| (a) Drugget | (b) Swabs | (c) Squeegee |
| (d) Buffing | (e) Abrasive | (f) Houseman |
| (g) Valet | (h) Tarnish | (i) Floor seal |
| (j) Dust sheet | | |

(10x1=10)

Q.9. Answer briefly or give reasons (**any five**):

- Mention 4 don't's to be followed by room maid on duty.
- Why sweeping is done before dusting and dusting is done before vacuum cleaning.
- Why chambermaids use chambermaids trolley.
- Floor should be clean and dry before applying a floor seal.
- Enlist the registers maintain at the central desk of housekeeping department.
- Maid's trolley should be pulled rather than pushed.

(5x2=10)

Q.10. Spot the odd one out.

- Valet bag, disposable bag, laundry bag.
- Sani fresh, harpic, Dettol.
- Sheer curtain, shower curtain, heavy curtain.
- Brasso, silvo, silverfish.
- Dust sheet, bed sheet, crinkle sheet.
- Hand towel, face towel, bathmat.
- Vacuum cleaner, scrubbing machine, sani bin.
- Water closet, bidet, vitreous China.
- Room attendant, linen attendant, bell boy.
- Carpet brush, toilet brush, glass cloth.

(10x1=10)
