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47162

B.H.M. I Semester (NEP) Degree Examination, March/April - 2022

HOTEL MANAGEMENT

Paper No. A0220 - Housekeeping

Time : 3 Hours

Maximum Marks : 60

Instruction : Answer **all** the Sections.

SECTION - A

1. Answer the following Sub-Question. Each Sub-Question carries **one** mark. **10x1=10**
- (a) What is Grand master key ?
 - (b) List any five components of Housekeeping.
 - (c) List different types of keys used in hotels.
 - (d) Expand OOO, GDS, CRS.
 - (e) What do you mean by over stay ?
 - (f) Expand SPATT.
 - (g) Expand AHMA, VIP, VVIP.
 - (h) What is housekeeping ?
 - (i) What is Jacuzzi ?
 - (j) What is Rack rate ?

SECTION - B

Answer **any four** of the following.

4x5=20

- 2. Explain the Attributes of Housekeeping Staff.
- 3. Explain the Co-ordination with front office and F and B service.
- 4. Explain the following.
 - (a) Vacated room
 - (b) VIP room
 - (c) Occupied room
- 5. Draw a layout of Large and Budget hotel in detail.



P.T.O.

6. Explain the duties and responsibilities of Executive Housekeeper.
7. Explain the classification of Cleaning Equipment.

SECTION - C

Answer **any three** of the following.

3x10=30

8. What is Bed making ? Explain the process of Bed making.
9. Explain the Lost and found procedure.
10. Write a short note on Career in Housekeeping department.
11. Explain the SOPs for cleaning the Guest Bathroom.
12. Briefly explain the Classification and Categorization of Cleaning Equipment.

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