



AJEENKYA

D Y PATIL UNIVERSITY

End Term Examination (December 2019)

School: Hotel Management

Program: BSc H&HA

Course: Accommodation Operations-1

Course Code: HOM 106

Semester: I

Max Marks: 50

Duration (mins): 120 min

Note: 1. Figures to the right indicates full marks.

Q 1 Answer the Following Any 3 (15 Marks)

- Q.1.A. Define Housekeeping with its importance
- Q.1.B Explain Roles and Responsibility of Executive Housekeeper
- Q.1.C Organization chart of Housekeeping Department in large hotel
- Q.1.D Explain selection criteria of cleaning agents

Q 2. Explain the term with one example (Any 10 out of 13) (10 Marks)

- | | | | |
|-----------------------|---------------|---------------|-----------|
| 1. Shoe Horn | 2. Upholstery | 3. Dental kit | 4. Sani |
| bin | 5. Medikit | 6. GRA | 8. Faucet |
| 9. Waste paper basket | 10. OOO | 11. DND | 12. SOP |
| 13. Pedestal Lamp | | | |

Q 3. Answer the Following Any 3 (15 Marks)

- Q.3.A. Explain personality traits of Housekeeping staff
- Q.3.B. Enlist all linen used in guest bedroom with their sizes.
- Q.3.C. Explain Cleaning agent series from R1 TO R6.
- Q.3.D. Enlist the items kept in chamber maid's cart

Q.4. Answer the following (10 Marks)

- Q.4.A. Draw classification chart on cleaning agents and equipment's
- Q.4.B. Draw any 3 formats used by Housekeeping Desk Control