



AJEENKYA

D Y PATIL UNIVERSITY

End Term Examinations (December 2018)

School: School of Hotel Management

Program: BSc H & HA

Course: Accommodation Operations-I

Course Code: HOM106

Semester: I

Max Marks: 50

Duration (mins): 120 Min.

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

Q 1 Answer the Following (Any 2) (10 Marks)

1. Define Housekeeping with its importance
2. Explain Roles and Responsibility of Executive Housekeeper
3. Explain Roles and Responsibility of GRA

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

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|--------------|---------------|---------------|-----------------------|------------|
| 1. Shoe Horn | 2. Upholstery | 3. Dental kit | 4. Sani bin | 5. Medikit |
| 6. GRA | 7. Caddy | 8. Faucet | 9. Waste paper basket | |
| 10. OOO | 11. DND | 12. SOP | 13. O | |

Q.3. Answer the Following (Any 2) (10 Marks)

1. Explain personality traits of Housekeeping staff
2. Explain Control Desk supervisor? And its function
3. Explain Inter-departmental coordination between Housekeeping and Front office.

Q.4. Answer the Following (Any 2) (10 Marks)

1. Draw organization chart of Housekeeping Department in large Hotel
2. List all the Guest supplies kept at the vanity counter of Guest Room.
3. Explain Importance of Housekeeping Department in Hostel Industry.

Q.5. Draw any 5 formats of forms maintained by desk control supervisor (10 Marks)
OR

Q.5. Answer the Following (10 Marks)

1. Draw layout of Housekeeping Department
2. Draw classification chart of Cleaning Equipment and explain each term.