

**P-812**

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## **DHA-102**

### **Introduction to Housekeeping**

Diploma in Hospitality Administration/B.H.M. (DHA/BHM)

1st Year Examination, 2023 (June)

**Time : 2 Hours]**

**Max. Marks : 50**

**Note :** This paper is of Fifty (50) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

### **SECTION-A**

#### **(Long Answer Type Questions)**

**Note :** Section 'A' contains Five (05) long answer type questions of Thirteen (13) marks each. Learners are required to answer any Two (02) questions only.

(2×13=26)

1. What is Housekeeping ? Explain various functions of the housekeeping department in a five star hotel.

2. What are the basic etiquettes followed by housekeeping staff? Also, discuss the importance of different sections of housekeeping department.
3. List the various cleaning equipment used by the housekeeping department. What points are taken into consideration when purchasing cleaning equipment for hotel ?
4. Discuss the procedure for handle lost and found articles in hotels. What is the time period for storing lost-and-found articles ?
5. Write a note on frequency schedules for cleaning in hotels. Explain how cleaning is organised in hotels.

## **SECTION–B**

### **(Short Answer Type Questions)**

**Note :** Section 'B' contains Eight (08) short answer type questions of Six (06) marks each. Learners are required to answer any Four (04) questions only. (4×6=24)

1. What are the various types of keys used by housekeeping in a hotel ?
2. What is the difference between job description and job specification ?
3. What are the benefits of an in-house laundry ?

4. What is a periodic cleaning ?
  5. Write a short note on 'Par Stock'.
  6. What is the difference between inorganic and organic stains ?
  7. How does housekeeping department coordinates with other departments in a hotel ?
  8. Explain the following terms :
    - (a) Damp dusting.
    - (b) Key control.
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