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DHA-102

Introduction to Housekeeping

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

1st Year, Examination, 2022 (Dec.)

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. Define housekeeping. Also, draw a neat layout of housekeeping department in a Five Star Hotel.

2. What is the role of control desk in the housekeeping department? Why it is called as nerve center of housekeeping?

3. Define the term attitude. Also, enlist the benefits of positive attitude for enhancing customer relationship.

4. Enumerate the steps of a laundry cycle. What is the role of executive house keeper in laundry management?

5. What is cleaning? How does cleaning policy affect the revenue of the of the hotel?

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 functions of a Housekeeping Department?

2. What are the basic attributes required for housekeeping staff?

3. What are the advantages and disadvantages of white linen?

4. What is the importance of inspection.

5. List three stains and the removal procedure for each.

6. What is the importance of cleaning a public areas?

7. Who handle lost-and-found articles?

8. Explain the following terms :

(a) Spring Cleaning.

(b) Kitchen Steward.