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**Total Pages : 3**

**Roll No. -----**

**DHA-102/DHM-102**

**Introduction to Housekeeping**

**(DHA-19/BHM-11/16/DHM-11/16/17)**

**First Year, Examination 2021 (Winter)**

**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 x 13 = 26]**

**P.T.O.**

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**1**

- Q.1. What are the various role and responsibilities of Housekeeping staff? Explain with the help of example.
- Q.2. What are the various types of cleaning procedures used in a Hotel? Explain with the help of suitable examples.
- Q.3. What are the various skills required by the house keeping staff? Elaborate it with the help of example.
- Q.4. What are the different types of stain to be removed by appropriate chemicals by housekeeping staff?
- Q.5. What is the role of public area supervisor? Explain with the help of example.

## **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 x 6 = 24]

- Q.1. What are the different sections in Housekeeping?
- Q.2. Explain the importance of check list preparation by the house keeping staff?
- Q.3. What is the role of revenue centre in a hotel?
- Q.4. What are the various activities of Linen Room?
- Q.5. What is the role of Housekeeping Manager?
- Q.6. What is the layout of different sections of Housekeeping?
- Q.7. What is the role of support centre in a hotel?
- Q.8. What is layout of different sections of housekeeping?
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