

**C737**

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# **DHA-102/DHM-102/BHM-102**

## **Introduction to Housekeeping**

(DHA/DHM/BHM)

1st Year Examination, 2022 (June)

**Time : 2 Hours]**

**Max. Marks : 40**

**Note :** This paper is of Forty (40) 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 Ten (10) marks each. Learners are required to answer any Two (02) questions only.

(2×10=20)

- 1.** Draw a neat layout of housekeeping department and explain various functions of the Housekeeping department.

2. Write a note on frequency schedules for cleaning followed by the Housekeeping department. Explain any five cleaning procedures used by Housekeeping staff.
3. List the various cleaning equipment used in the housekeeping department. Suggest the care and maintenance for the same.
4. Discuss the procedure for handling lost and found articles in hotels. Design a format for lost and found slip to be attached to the article.
5. Public area cleaning is very frequently given to contractor cleaners. What measures should be taken while using any outsources services in a hotel?

## **SECTION–B**

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

**Note :** Section 'B' contains Eight (08) short answer type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only. (4×5=20)

1. Define the Housekeeping and explain importance Housekeeping's guest satisfaction.
2. What are the attributes and experiences required for Housekeeping supervisor?
3. Write the job description for a Seamstress.

4. What are the essential features of a Linen room in the Housekeeping department?
  5. Draw and explain any five laundry symbols.
  6. List three stains and the removal procedure for each.
  7. Write a short note on the importance of par stock.
  8. What is the procedure for inspecting a guest room?
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