

[illegible]

- a) Public area cleaner
- b) Mechanical equipments
- c) Cleaning schedule
- d) VIP amenities
- e) Double room
- f) Sleeper
- g) Out of service
- h) Scanty baggage
- i) Weekly cleaning
- j) Duty roster

### SECTION-B

2. List the functions of Housekeeping department.
3. What is the importance of interpersonal skills and good grooming standards?
4. Explain the use of cleaning chemicals on different surfaces.
5. Differentiate between lines of authority and areas of responsibility.
6. What are the areas of responsibility of the Housekeeping department?

### SECTION-C

7. With the help of a diagram, explain mechanical equipments in housekeeping department.
8. List and explain different amenities provided in standard, superior and deluxe rooms in a hotel.
9. Write an essay on Cleaning Schedules.

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