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Total No. of Pages : 02

Total No. of Questions : 18

B.Voc. (Tourism and Hospitality Management) (2019 Batch) (Sem.-1)

**FUNDAMENTALS OF HOUSEKEEPING**

Subject Code : BVTHM-105-19

M.Code : 77181

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTIONS TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

**SECTION-A****Write briefly :**

Q1 Public Area

Q2 Personal grooming

Q3 Periodic cleaning

Q4 Abrasives used in cleaning

Q5 Terrazzo floor

Q6 Maintenance of leather

Q7 Maintenance job/work order

Q8 GRA

Q9 Burnishing

Q10 Desk Control





**SECTION-B**

- Q11 Explain the role of housekeeping in Guest satisfaction in a luxury hotel.
- Q12 Discuss the principles of cleaning giving suitable examples.
- Q13 How has the use of computers made the day to day working in housekeeping easier?
- Q14 What is Tarnish? Explain the process of tarnish removal from a brass planter.
- Q15 List the general criteria for selection of Cleaning Agents.

**SECTION-C**

- Q16 Draw the organization chart of Housekeeping department in a large hotel. List the duties of a Floor Supervisor.
- Q17 Explain the interdepartmental coordination between Housekeeping with Front Office and Housekeeping with Security.
- Q18 Explain any five types of floor finishes. How are they cleaned & maintained?

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**

