

- a) Sewing room
- b) Duplex
- c) Sico room
- d) DNCO
- e) Amenity
- f) Tarnish
- g) Spring cleaning
- h) Detergents
- i) Thermal pollution
- j) Scanty baggage

### SECTION-B

- Q2. Discuss the various types of soiling.
- Q3. What are pests? Why is their control important?
- Q4. Write a note on the coordination of housekeeping with maintenance department.
- Q5. Which three attributes, in your opinion, are absolutely essential in housekeeping staff? Justify your answer.
- Q6. List the principles of cleaning.

### SECTION-C

- Q7. Write an essay on role of Housekeeping in guest satisfaction and repeat business.
- Q8. What is the scope of housekeeping in institutions other than Hotels?
- Q9. Discuss about various types of pollution, with reference to hotel industry.