

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

M.Sc. (ATHM) (2015 & Onwards) (Sem.-2)
HOUSEKEEPING AND HOSPITALITY OPERATIONS

Subject Code : PTA-108

Paper ID : [C0653]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION 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

Q1. Explain briefly the following term :

- a) Valet
- b) Scanty baggage
- c) Pent house
- d) Duplex
- e) OOO
- f) Detergents
- g) Amenity
- h) DNCO
- i) Par stock
- j) Area inventory list

SECTION-B

- Q2. Define stain and also discuss their classification.
- Q3. Give job description of an executive Housekeeper.
- Q4. Explain the different types of cleaning agents used in Housekeeping.
- Q5. Explain lost and found procedure.
- Q6. How would you remove following stains :
- a) Lipstick
 - b) Shoe polish
 - c) Curry
 - d) Mildew
 - e) Rust

SECTION-C

- Q7. With the help of a layout explain the different sections of housekeeping department.
- Q8. What are the personal attributes of housekeeping personnel?
- Q9. Write an essay on the coordination of housekeeping department with front office and Maintenance department.