

**Model Paper “Introductory Housekeeping”
Diploma for Vocational Teacher Development (1-Year Course)
Annual Examination 2017 & Onward**

**Objective
Part-A**

Roll No: _____
Marks: 10

Time: 20 minutes

Note: This part is compulsory. It should be attempted on the question paper and returned to the supervisory staff after the prescribed time. Cutting, overwriting and use of lead pencil are not allowed. Supervisory staff is requested to attach it with the answer book.

Q1: Chooses the correct answer and encircles it.

10x 1= 10

1. Housekeeping is an operational department in :

- a) Hotel
- b) Home
- c) Office
- d) None

2. Housekeeping’s cleaning responsibilities are typically determined by:

- a) The general manager
- b) The executive housekeeper
- c) The room division director
- d) The manager of operations

3. Final responsibility for the cleanliness and overall appearance of banquet and meeting rooms usually rests with:

- a) The general manager.
- b) The convention services staff.
- c) The banquet staff.
- d) The housekeeping staff.

4. In most hotels, the housekeeping department has very limited cleaning responsibilities in

- a) Pool and patio areas
- b) Exercise rooms.
- c) Kitchen areas.
- d) Management offices.

5. What is “SPAS”

- a) A resort
- b) A lawn
- c) A dining area
- d) A club

6. A club Cleaning storage areas

- a) Housekeeping staff
- b) Kitchen staff
- c) General manager
- d) Dining room staff

7. Cleaning breakfast service areas

- a) Housekeeping staff
- b) Kitchen staff
- c) General manager
- d) Dining room staff

8. Cleaning food preparation items

- a) Kitchen staff
- b) Housekeeping staff
- c) General manager
- d) Dining room staff

9. This statement is for “cleaning something to make it free of bacteria or disease causing elements”.

- a) Hygiene
- b) Sanitation
- c) Personal Hygiene
- d) All of the above

10. Determining which areas housekeeping cleans

- a) Housekeeping staff
- b) Kitchen staff
- c) General manager
- d) Dining room staff

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**Subjective
Part-B**

Time: 2:10 Hours

**Roll No: _____
Marks: 40**

Section -I

Q1: Write the short answer of any twelve (12) from the following questions. 12 x 2 =24

1. Define Housekeeping?
2. What is the objective of housekeeping?
3. What is the definition of soiling?
4. What is personal hygiene?
5. Define heritage hotel?
6. Define luxury hotel?
7. What is the definition of cleaning?
8. What is housekeeping personnel?
9. Enlist the types of Room in hotel?
10. What is the use of housekeeping trolley??
11. What is a maid cart?
12. Enlist the name of hotels which is based on them?
13. Who is responsible for setting up the maids cart / trolley?
14. Give any two examples of guest room supplies loaded in cart?
15. Disadvantage of over stocking and under stocking maids' cart?
16. What is a turn down service?

Section -II

Note: Attempt any two (2) questions.

8 x2= 16

1. Explain the role of housekeeping department in hotel?
2. What are the different types of housekeeping?
3. Explain the principles of cleaning in housekeeping?

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Practical

Time: 2:00 Hours

**Roll No: _____
Marks: 80**

Note: Perform the following practicals .

- Make a different types of Bed Like a Hotel Housekeeper
- Clean the bathroom and glass shower doors
- Clean the Mirror and Frames
- Clean the Dining Area