

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BBA IN HOSPITALITY & TOURISM (BBAHT) (124)
BBA IN HOTEL OPERATIONS (BBAHO) (603)
EXAMINATION: DECEMBER 2023
FIRST SEMESTER
Subject : House Keeping – I (124103/603103)

Date: 26/12/2023

Total Marks: 30

Time:10.00 am to 11.30 am

Instructions: 1) Each question carries equal marks.
2) Attempt any 06 questions

- Q. 1** With the help of a neat labelled diagram draw the layout of the House keeping department and its sub sections specifying one function of each. **(05)**
- Q. 2** Write down 10 duties and responsibilities of the Executive Housekeeper of a five star hotel. **(05)**
- Q.3** Draw a flowchart classifying the cleaning agents used in a hotel for cleaning purpose and list function of each. **(05)**
- Q.4** List down 5 important responsibilities of the housekeeping department in a hotel **(05)**
- Q. 5** Draw a neat flowchart depicting the organization chart of the housekeeping department of a large hotel. **(05)**
- Q. 6** Define the following: **(05)**
1. Floor pantry 2. Crinkle sheet 3. Seamstress 4. Guest supplies 5. Horticulture
- Q.7** List care and maintenance of any two manual cleaning equipment used in housekeeping **(05)**
- Q. 8** List down 5 large mechanical equipment used in different housekeeping areas and write their use. **(05)**
- Q. 9** How can you use water as a cleaning agent? Mention its uses in cleaning. **(05)**
- Q. 10** What do you understand by public areas in a hotel? List down any 3 responsibilities of the public area supervisor in housekeeping? **(05)**