

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BBA IN HOTEL AND TOURISM OPERATION**  
**EXAMINATION: NOVEMBER 2023**  
**SECOND SEMESTER**

**Subject : - Fundaments of House Keeping (514214)**

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**Date: 29/11/2023**

**Total Marks: 30**

**Time: 10.00 am to 11.30 am**

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**Instructions:** 1) Each question carries equal marks.  
2) Attempt any 03 questions

- Q. 1** With a help of a flowchart list all the cleaning equipment used in housekeeping department and give the use of each. **(10)**
- Q. 2** Describe in detail with a help of a flowchart Lost and found procedure in a hotel. **(10)**
- Q. 3** a. List and write function of the types of keys used in the housekeeping department **(05)**  
b. Define Supervision and list down general duties of the room supervisor. **(05)**
- Q. 4** a. List general principles of cleaning **(05)**  
b. Explain in detail cleaning procedure of an occupied room **(05)**
- Q. 5** a. Explain turn down service in detail **(05)**  
b. List down with the help of a flowchart all the cleaning agents used in the housekeeping department and give the use of each. **(05)**
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