

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BBA IN HOSPITALITY & TOURISM (BBAHT) (124)**  
**BBA IN HOTEL OPERATIONS (BBAHO) (603)**  
**EXAMINATION: MAY 2024**  
**SECOND SEMESTER**

**Subject : House Keeping - II (124203/603203)**

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**Date: 11/05/2024**

**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 06 questions

- Q. 1** Differentiate between : Evening service and second service in housekeeping department (05)
- Q. 2** With the help of a flowchart explain in brief “Lost and found Procedure.” (05)
- Q. 3** List down the functions of the desk control in housekeeping department. (05)
- Q. 4** Write a note on : Electronic Key Card (05)
- Q. 5** List additional duties of a floor supervisor (05)
- Q. 6** Write down step by step cleaning procedure of a departure room. (05)
- Q. 7** List down ‘Dirty dozen’. (05)
- Q. 8** List down the different types of keys used in a hotel (05)
- Q. 9** Write down the procedure of spring cleaning of a guestroom. (05)
- Q. 10** List down the jobs carried out in public areas during night shift. (05)