Roll No.						Total No. of Pages: 0	2

Total No. of Questions: 09

BSc. (Catering and Culinary arts) (2015 & Onwards) (Sem.-3)

HOUSE KEEPING

Subject Code: BSCCA-307 M.Code: 74232

Time: 3 Hrs. Max. Marks: 60

INSTRUCTIONS 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

1. Define the term:

- a) Public area cleaner
- b) Mechanical equipments
- c) Cleaning schedule
- d) VIP amenities
- e) Double room
- f) Sleeper
- g) Out of service
- h) Scanty baggage
- i) Weekly cleaning
- i) Duty roster

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SECTION-B

- 2. List the basic qualities of Housekeeping staff.
- 3. What is the importance of effective communication skills in housekeeping department?
- 4. Explain the use and precautions to be taken while handling cleaning chemicals.
- 5. Differentiate between vertical and horizontal coordination within and outside the housekeeping department.
- 6. What are the VIP amenities to be placed in deluxe rooms in the hotel?

SECTION-C

- 7. With the help of a diagram, explain manual equipments in housekeeping department.
- 8. Draw and explain the organizational hierarchy of housekeeping department of a large hotel.
- 9. Design a Job Description of Room Attendant in a five star hotel.

NOTE: Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

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