



### **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.**