



### SECTION-B

2. What are the personal attributes of housekeeping personnel?
3. Give job description of Guest room attendant?
4. Draw an organizational structure of Housekeeping department in a large Hotel?
5. Write a note on bathroom cleaning procedure?
6. What is stain? How are stains classified?

### SECTION-C

7. Write an essay on the role of Housekeeping in guest satisfaction.
8. *“The success of a hotel entirely depends on the co-ordination and co-operation of housekeeping and Front office”*. Justify the statement?
9. With the help of a clean layout explain the different sections of Housekeeping department?

**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.**