

SECTION-B

- Q.2. What are pre-preparations done as a prelude to staffing in housekeeping department?
- Q.3. Define First-aid. How is it important?
- Q.4. Write the steps taken in handling guest complaints.
- Q.5. Explain the types of filters fitted in swimming pool to keep the water clean.
- Q.6. List any five pool equipments that should be available near swimming pool and write their use.

SECTION-C

- Q.7. Enlist and explain the various precautions taken to prevent fires in a hotel.
- Q.8. Draw an organisation chart of housekeeping department of a large hotel with various job positions. What is the role of an Executive Housekeeper?
- Q.9. Explain the good and adverse effects of addition of chlorine in swimming pool water. How is the pH of water affected?