

Seat No.: \_\_\_\_\_

Enrolment No. \_\_\_\_\_

## GUJARAT TECHNOLOGICAL UNIVERSITY

Diploma Hotel Management & Catering Technology Second year examination May 2010

Subject code: 520003

Subject Name: House Keeping-II

Date: 21/05/2010

Time: 03.00pm – 05.30 pm

Total Marks: 70

### Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

**Q.1**

- (a) Explain the flow of linens through the OPL **06**  
(b) Write notes on safety & security. **06**  
(c) How to maintain the logbook. **02**

**Q.2**

- (a) What are guest supplies, Explain in Brief? **07**  
(b) Explain the different types of keys. **07**

**OR**

- (b) Different types of chemical and their uses. **07**

**Q.3**

- (a) Explain controlling of keys by house keeping department. **05**  
(b) Explain the Different types of floors. **05**  
(c) Describe the cleaning process of floor. **04**

**OR**

**Q.3**

- (a) Explain the Different types of carpet. **05**  
(b) What 3 basic types of floor covering? **05**  
(c) Explain the cleaning process of carpet. **04**

**Q.4**

Write short notes on

- (a) Electronically operated key **05**  
(b) Guest loan items **04**  
(c) Osha Hazard Communication standard **05**

**OR**

**Q. 4**

Write short notes

- (a) The budget process **04**  
(b) Par levels **05**  
(c) Budgeting expenses **05**

**Q.5**

- (a) Briefly describe the carpet cleaning **05**  
(b) What is valet service? **05**  
(c) Explain the cleaning process of public area. **04**

**OR**

**Q.5**

Draw the following.

- (a) Draw Layout of OPL **05**  
(b) Draw the duty allocation Sheet. **04**  
(c) Draw the room inspection Check list **05**

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