

GUJARAT TECHNOLOGICAL UNIVERSITY

Diploma Hotel Management & Catering Technology First Year Remedial Examination September 2009

Subject code: 510003**Date: 19/09/2009****Subject Name: Housekeeping-I****Time: 10:30a.m.-1:00 p.m.****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)	What is the importance of Laundry in hotel?	07
	(b)	Briefly describe duties & responsibilities of Deputy House keeper.	05
	(c)	What do you mean by the term 'Dry cleaning'?	02
Q.2			
	(a)	How do you clean the Public area? Describe briefly	07
	(b)	Briefly describe job description of 'Floor supervisor'.	07
		OR	
	(b)	What are the good qualities of house keeping staff?	07
Q.3			
	(a)	How do you check Single & Double room in a five star hotel?	05
	(b)	What is 'Housekeeping Inventory'?	03
	(c)	What are the different types of rooms in hotel industry?	06
		OR	
Q.3		Write short notes of the following:	
	(a)	Amenities	06
	(b)	Par	04
	(c)	Weekly cleaning	04
Q.4		Differentiate the following term:	
	(a)	Double Bed & Twin Bed	04
	(b)	Face Towel & Hand Towel	05
	(c)	Broom & Vacuum cleaner	05
		OR	
Q.4		Differentiate the following term:	
	(a)	Bath Mat & Bath Towel	04
	(b)	Guest room supplies & Bathroom supplies	05
	(c)	F & B Linen & Table Linen	05
Q.5			
	(a)	Abbreviate the following terms: DND, CFC & EHK	06
	(b)	Enumerate at least 5 steps for bed making in a hotel.	05
	(c)	Explain the term "VIP" and "OOO"	03
		OR	
Q.5		Draw & label the following	
	(a)	Chambermaid cart	06
	(b)	Layout of a Single Room of a five star hotel	05
	(c)	Layout of Housekeeping department in a budget hotel	03