

K-1128

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Roll No. -----

DHA-102

Introduction to Housekeeping

Diploma in Hospitality Administration/B.H.M. (DHA)

1st Year Examination December 2023-24

Time: 2:00 Hours

Max. Marks: 50

Note : This paper is of Fifty (50) marks divided into (02) Section A and B. Attempt the questions contained in these sections according to the detailed instructions given therein. Candidates should limit their answers to the to the questions on the given answer sheet. No additional (B) answer sheet will be issued.

Section-A

(Long Answer Type Questions)

Note : Section 'A' contain Five (05) long-answer-type question of Thirteen (13) marks each. Learners are required to answer any two (02) questions only.

[2x13=26]

P.T.O.

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- Q.1. Define housekeeping. What are the attributes, in your opinion, are absolutely essential in housekeeping staff? Justify your answer.
- Q.2. Discuss some design features that ease cleaning. What cleaning principles one should follow while cleaning a guest room?
- Q.3. List the various manual and mechanical equipment used in the housekeeping department. Suggest the care and maintenance for the same.
- Q.4. Discuss the aspects of co-operation between front office and housekeeping for smooth and efficient function of room division in a hotel.
- Q.5. Write detailed notes on the following:
- a. Buffing and burnishing
 - b. Different types of mops

Section-B

(Short Answer Type Questions)

Note : Section 'B' contain Eight (08) short-answer-type question of Six (06) marks each. Learners are required to answer any four (04) questions only.

[4x6=24]

- Q.1. What are the various functions of Housekeeping?
- Q.2. What are the basic etiquettes that are followed by housekeeping staff?
- Q.3. Explain the duties and responsibilities of Floor Supervisor.
- Q.4. Give the advantages of in-house laundry.
- Q.5. Explain the different types of raising agents.
- Q.6. What are some of the qualities of a good detergent?
- Q.7. Write short notes on 'Hard floor finishes'.
- Q.8. Explaining the following terms:
- a. Linen Chute
 - b. Piggy vacuums
