

**A-1061**

**Total Pages : 3**

**Roll No. ....**

**DHA-102**

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

**(Introduction to Housekeeping)**

**1st Year Examination, Session December 2024**

**Time : 2:00 Hrs.**

**Max. Marks : 50**

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

**Section-A**

**(Long Answer Type Questions)     2×13=26**

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

1. Define Housekeeping ? Housekeeping department plays an important role in the effective operation of a hotel. Justify.
2. Give hierarchy of the medium size housekeeping department. What are the basic etiquettes that should be followed by housekeeping staff ?
3. Enumerate the steps of laundry cycle. Which equipment's are used in laundry process ? Give details.
4. What are the different types of vacuum cleaners used in the hotel industry ? Also describe the vacuum cleaner most appropriate for a resort hotel.
5. Define Cleaning ? What is the importance of cleaning ? Also differentiate between daily, periodic and spring cleaning.

### **Section-B**

**(Short Answer Type Questions      4×6=24)**

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

1. Discuss the importance of different sections of housekeeping department.
2. What are the various types of keys used in housekeeping ?
3. List some negative attitude which should not to be followed by housekeeping personal.
4. What are the functions of uniform room ?
5. What are the responsibilities of linen room ?
6. Write a short note on the 'Par Stock'.
7. What is the role of control desk in hotel ?
8. What do understand by the term importance of inspection ?

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