

**A-0935**

**Total Pages : 3**

**Roll No. ....**

**DHA-102**

**Introduction to Housekeeping**

**Diploma in Hospitality Administration (DHA)**

**Examination 2026 (Feb.)**

**Time: 02:00 hrs**

**Max. Marks: 50**

Note : This paper is of Fifty (50) marks divided in to two (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 questions on the given answer sheet. No additional (B) answer sheet will be issued.*

**Section-“A”**

**(Long Answer - type Questions)**

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.

**(2x13=26)**

**P.T.O**

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1. Define housekeeping. Explain its importance in hotel operations and describe the main functions performed by the housekeeping department.
2. Explain the essential attributes and personal qualities required for housekeeping personnel. Why are these qualities important for guest satisfaction?
3. What is the role of the linen and uniform room? Describe its functions, storage procedures and the importance of proper record keeping.
4. Describe step-by-step procedure for cleaning a departure room, stay-over room, and bathroom. Why is inspection necessary after room cleaning?
5. What is stain removal? Explain the types of stains commonly found in hotels and describe general rules and methods used for effective stain removal.

### **Section-“B”**

#### **(Short -answer - type questions)**

**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.**

**(4x6=24)**

1. What is the importance and role of the linen room in the overall housekeeping operations of a hotel?
2. What do you understand by job specification? Write job specification of room attendant.
3. Name any four types of cleaning equipment commonly used in hotel housekeeping operations.
4. What do you understand by manual cleaning methods used in housekeeping work?
5. Write the cleaning procedure of 'public area' in the hotel industry.
6. What is the main purpose of conducting housekeeping inspection in hotel premises?
7. Write the procedure of 'guest room cleaning' as used in hotels.
8. Name any two chemicals commonly used for stain removal in housekeeping. What do you mean by housekeeping control?

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