

A-1100

Total Pages : 3

Roll No. -----

DHA-102

Introduction to Housekeeping

Diploma in Hospitality Administration (DHA)

1st Year Examination 2024 (June)

Time: 2:00 hrs

Max. Marks: 50

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

P.T.O.

A-1100/DHA-102

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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]

- Q.1. Draw layout of different sections of housekeeping department. Explain how different sections of House keeping department contributes to efficient operations within a hotel.
- Q.2. Discuss the key attributes and qualities required for a housekeeping staff to effectively perform their duties and responsibilities in maintaining cleanliness and orderliness in hotels.
- Q.3. Draw the organizational structure of a housekeeping department, including the job descriptions and job specifications of Executive Housekeeper.
- Q.4. Explain the importance of the linen room and uniform room in the housekeeping department and also write, how does effective management of these areas contributes to the overall guest experience in a hotel?
- Q.5. Write about the different types of cleaning equipment used in housekeeping department, discussing their functions and maintenance.

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]

- Q.1. What is the primary purpose of housekeeping in the Hotel industry? Write in detail.
- Q.2. List four basic attributes and qualities of a housekeeping staff.
- Q.3. Explain the role of a public area supervisor in maintaining cleanliness and hygiene standards in hotel.
- Q.4. Write any two types of cleaning procedures used in housekeeping department. Write various steps involved in cleaning procedures.
- Q.5. Briefly describe the duties and responsibilities of floor supervisor.
- Q.6. Identify three types of stains commonly found in guest rooms and the appropriate chemicals used for their removal.
- Q.7. Write a note on key control also write types of keys used in five star hotels.
- Q.8. Explain the role of the housekeeping control desk in coordinating housekeeping activities and managing lost and found items.
