

**A-0874**

Total Pages : 3

Roll No. ....

**DHA-102**

## **INTRODUCTION TO HOUSEKEEPING**

**(Diploma in Hospitality Administration (DHA))**

Examination, June 2025

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. Discuss in detail how the housekeeping department contributes to the smooth functioning and effective operation of a hotel.
2. Describe the complete hierarchy of a medium-sized housekeeping department. Explain the role of desk supervisor in maintaining hotel standards.
3. Explain the basic etiquettes that housekeeping staff should follow. Why is maintaining proper etiquette important in the hospitality industry?
4. Discuss the importance of the various sections of a housekeeping department in ensuring guest satisfaction and operational efficiency.
5. What is the control desk in a hotel's housekeeping department? Describe its functions and how it contributes to smooth communication and coordination.

### **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. List the various types of keys used in the housekeeping department. Why is key management important in hotels?
2. Mention some negative attitudes that should be avoided by housekeeping personnel. How can these attitudes impact the hotel's reputation?

3. What are the primary functions of the uniform room in a hotel?
4. What responsibilities are handled by the linen room in a hotel's housekeeping department?
5. Write a short note on the term 'Par Stock'. Why is it essential in housekeeping operations?
6. List the basic etiquettes that every housekeeping staff member should follow.
7. Briefly describe the laundry cycle in a hotel and list at least three key equipment used.
8. Identify the type of vacuum cleaner best suited for a resort hotel. What makes it ideal for such a setting?

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