

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY**Diploma Hotel Management & Catering Technology yearly examination June 2009****Subject code: 510003****Date: 24-06-2009****Subject Name: House keeping-I****Time: 11:30am-2:00pm****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

Q.1	(a)	What is the importance of Housekeeping department in hotel?	07
	(b)	Briefly describe guest supplies in a room of a five star hotel	05
	(c)	What do you mean by the term 'Weekly cleaning'	02
Q.2	(a)	How do you clean the hotel room? Describe briefly	07
	(b)	Draw a 'Chamber Made Cart' and label properly	07
		OR	
	(b)	What are the good qualities of house keeping supervisor	07
Q.3	(a)	How do you check VIP room in a five star hotel?	05
	(b)	What is 'Turn down' service?	03
	(c)	What are the different types of bed used in hotel industry?	06
		OR	
Q.3		Write short notes of the following:	
	(a)	Linen	06
	(b)	Daily cleaning	04
	(c)	Deep cleaning	04
Q.4		Differentiate the following term:	
	(a)	Single bed & Double Bed	04
	(b)	Soiled linen & F&B linen	05
	(c)	Vacuum cleaning & polishing	05
		OR	
Q.4			
	(a)	What do you mean 'Skill Training' in housekeeping?	04
	(b)	How do you inspect 'Pantry' area of a five star hotel?	05
	(c)	What is the importance of uniform of a hotel?	05
Q.5		You are transferring a guest from one room to another room	
	(a)	How do you co-ordinate with the Front-office?	06
	(b)	How do you co-ordinate with the Bell-desk?	05
	(c)	How do you co-ordinate with Engineering department?	03
		OR	
Q.5	(a)	What is the procedure of Lost & Found in a five star hotel?	06
	(b)	As a Housekeeping supervisor how do you handle employee theft?	05
	(c)	Explain the equipments which used in the hotel industry	03
