

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BBA IN HOTEL OPERATIONS AND TOURISM (756)
EXAMINATION: DECEMBER- 2024
FIRST SEMESTER

C/CB
60:40

Subject : - House Keeping-I (756103)

Date: 27/12/2024

Total Marks: 60

Time: 10.00 am to 12.30 pm

Instructions: 1) Each question carries equal marks.
2) Attempt any 06 questions

- Q. 1** Explain each of the following in 2-3 sentences. **(10)**
1. Caddy 2. Tarnish 3. Dutch wife 4. Summer bed 5. DND
6. Abrasives 7. Horticulturist 8. Upholstery 9. Laundry valet 10. Stain.
- Q. 2** Write the detailed note on 'Importance and Role of Housekeeping department in star hotels' **(10)**
- Q. 3** With the help of a neat flowchart, draw the organizational hierarchy of a large star hotel. **(10)**
- Q. 4** **A.** Make a list of any 5 large equipments used in Housekeeping Operations and state their use. **(10)**
B. List and explain the duties and responsibilities of the Executive Housekeeper of a star hotel.
- Q. 5** Draw a neat well labeled Layout of the Housekeeping department and explain each section in brief. **(10)**
- Q. 6** With the help of a neat flowchart, explain classification of cleaning agents citing suitable examples. **(10)**
- Q. 7** Explain in detail co-ordination required of any 2 departments of your choice with Housekeeping Department in daily operation of a star hotel. **(10)**
- Q. 8** List the factors to be considered while purchasing of cleaning equipment. **(10)**
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