

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BBA IN HOTEL OPERATIONS AND TOURISM (756)**  
**EXAMINATION: MAY- 2025**  
**FIRST SEMESTER**  
**Subject : - House Keeping-I (756103)**

**C/CB**  
**60:40**

**Date: 19/05/2025**

**Total Marks: 60**

**Time: 2.00 pm to 4.30 pm**

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

- Q. 1** Draw a flowchart organizational hierarchy of the Housekeeping department of a large hotel. **(10)**
- Q. 2** Draw a neat well labeled diagram of the Layout of Housekeeping department and explain function of each section in detail. **(10)**
- Q. 3** List and explain in detail duties and responsibilities of the Assistant Executive housekeeper of a large hotel. **(10)**
- Q. 4** Draw a neat flowchart depicting types of Cleaning agents used in housekeeping department with one example of each. **(10)**
- Q. 5** Write a detailed note on: Importance and functions of the Housekeeping department in a large star hotel. **(10)**
- Q. 6** **A.** Name and explain the use of any 5 large equipments used for cleaning in daily Housekeeping operations of your choice. **(05)**  
**B.** List down selection criteria of purchasing equipment for the housekeeping department. **(05)**
- Q. 7** Explain in detail the co-ordination of any 2 departments of your choice and Housekeeping department **(10)**
- Q. 8** Explain the following terms in 2-3 sentences: **(10)**  
1. Seamstress 2. Dustette 3. OOO 4. Horticulturist 5. Deodorizers 6. Drapery  
7. Glass curtain 8. Headboard 9. GRA 10. Back of the house departments.