

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BBA IN HOTEL OPERATIONS AND TOURISM (756)
EXAMINATION: MAY- 2025
SECOND SEMESTER
Subject : - House Keeping-II (756203)

C/CB
60:40

Date: 19/05/2025

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 A.** Differentiate between “Second Service & Evening Service”. (05)
- B.** List the importance of Public area cleaning to a hotel . (05)
- Q. 2** List down activities carried out during cleaning of a room for a VIP guest. (10)
- Q. 3** Name and explain types of Manual keys and concept of key control procedure used in Housekeeping Department. (10)
- Q. 4 A.** Write the detailed work routine of a floor supervisor reporting to HK department in the afternoon shift. (05)
- B.** List down 5 items each for guest supplies and guest amenities in a guest room. (05)
- Q. 5** “Spring cleaning is extremely necessary in housekeeping operations”. Explain its importance and its types. (10)
- Q. 6** Justify this statement. “Control desk is called the nerve centre of the housekeeping department ” (10)
- Q. 7** Explain in detail “Lost & Found Procedure for guest items found in guest room with the help of a neat flowchart. (10)
- Q. 8** Name and explain in detail activities carried out in the lobby in the morning and night shift. (10)
-