

TILAK MAHARASHTRA VIDYAPEETH, PUNE
B.Sc. IN HOSPITALITY AND TOURISM (757)
EXAMINATION: MAY- 2025
FIRST SEMESTER

C/CB
60:40

Subject : - House Keeping - I (757103)

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 Explain the following terms in 2-3 sentences : **(10)**

1. VIP 2. Upholstery 3. Dutch wife 4. Summer bed
5. Front of the House departments 6. Tarnish 7. Control desk 8. Log book
9. Chamois leather 10. Linen

Q. 2 Explain in detail coordination of housekeeping department with Maintenance and front office department for day to day operations. **(10)**

Q. 3 Elaborate on: Importance of Housekeeping Department of a large hotel and its responsibilities or functions. **(10)**

Q. 4 Draw a neat well labeled diagram of layout of the Housekeeping department and explain the function of each sub-department in brief. **(10)**

Q. 5 List down duties and responsibilities of a floor supervisor of a large star hotel. **(10)**

Q. 6 Draw the organizational hierarchy of the housekeeping department in a large star hotel with the help of a neat flowchart. **(10)**

Q. 7 Write down the uses of the following large equipment in housekeeping department. **(10)**
1. Vacuum cleaner 2. Buffing machine. 3. Washing machine 4. Tumble dryer
5. Scrubbing machine.

Q. 8 Draw a neat flowchart of cleaning agent types citing one example of each. **(10)**