

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR - 2013-2014

COURSE : 1<sup>st</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Foundation Course in Accommodation Operations - I  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Outline the Organization Chart of housekeeping department in a five star hotel having 400 rooms. List the duties of guest room attendant.

OR

Draw a neat layout of housekeeping department and explain various functions of the department.

(10)

Q.2. Discuss some design features that ease cleaning. What cleaning principles one should follow while cleaning a guest room?

OR

Write a note on frequency schedules for cleaning. Explain how cleaning is organised in hotels.

(10)

Q.3. What are the attributes, in your opinion, are absolutely essential in housekeeping staff? Justify your answer.

(10)

OR

List the duties and responsibilities of the following staff:

- |                           |                     |
|---------------------------|---------------------|
| (a) Floor supervisor      | (b) Desk supervisor |
| (c) Executive housekeeper | (d) House man       |

(4x 2 ½ =10)

Q.4. Discuss what a guest room means to a guest. What is the role of housekeeping department in guests satisfaction and repeat business?

OR

In what way can Computer and Information Technology system be utilised in Housekeeping operations in hotels?

(10)

Q.5. Which are the departments that housekeeping has to co-ordinate in a hotel and why?

(10)

Q.6. Write short notes on **any two**:

- |              |                         |                         |
|--------------|-------------------------|-------------------------|
| (a) Polishes | (b) Hard floor finishes | (c) Maids services room |
|--------------|-------------------------|-------------------------|
- (5x2=10)

Q.7. Define the following (**any ten**):

- |                   |                     |                      |
|-------------------|---------------------|----------------------|
| (a) Linen chute   | (b) Box sweeper     | (c) Disinfectants    |
| (d) Squeegee      | (e) Murphy bed      | (f) Spring cleaning  |
| (g) Vanity unit   | (h) Chamois leather | (i) Janitors trolley |
| (j) Piggy vacuums | (k) Johnny mop      | (l) Tarnish          |
- (10x1=10)

Q.8. Answer the following in **2/3 lines**:

- (a) What do you understand by Parquet floor finish?
- (b) What is the procedure for storage of the floor scrubbing machine?
- (c) Why maid's trolley should be parked in front of the guest room that is being cleaned?
- (d) Why brushes should be stored with their bristles positioned upward?
- (e) How will you ensure utmost hygiene and work safety in cleaning operation?

(5x2=10)

Q.9. Differentiate between (**any five**):

- |  |                                 |
|--|---------------------------------|
| (a) Block cleaning and orthodox cleaning | (b) Scrim and swab              |
| (c) Pile lifter and dustette             | (d) Florist and horticulturist  |
| (e) Vacant room and vacated room         | (f) Kentucky mop and do-all mop |
- (5x2=10)

Q.10. Fill in the blanks:

- (a) Chemical name of washing soda is \_\_\_\_\_.
- (b) \_\_\_\_\_ is a golden brown alloy of copper and zinc.
- (c) \_\_\_\_\_ is a surface active compounds that impart a good wetting power and suspending power to detergents.
- (d) A pink oxide of iron used as a fine abrasive for polishing silver is called \_\_\_\_\_.
- (e) \_\_\_\_\_ particles dispersed in gas packed under pressure with a device for releasing it as a fine spray.
- (f) Whirlpool baths are known as \_\_\_\_\_.
- (g) A reaction of fats and oils with an alkali to obtain soap is called \_\_\_\_\_.
- (h) \_\_\_\_\_ are decorative and delicate lamps used mainly in lobbies, banquet halls and suites.
- (i) \_\_\_\_\_ is very hard and heavy because of its higher flint content compared to other earthen ware and fired at higher temperature.
- (j) \_\_\_\_\_ rooms have kitchen facilities.

(10x1=10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR – 2014-2015

COURSE : 1<sup>st</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Foundation Course in Accommodation Operations - I  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Housekeeping department plays an important role in the effective operation of a hotel. Justify.  
**OR**  
Discuss the various functions of housekeeping department in a 5 star hotel. (10)
- Q.2. Give hierarchy of the medium size housekeeping department. Give role of top three positions.  
**OR**  
Draw a lay-out of a housekeeping department in a large hotel. (10)
- Q.3. Enumerate the desirable qualities essential for housekeeping staff. (10)
- Q.4. Write short notes on wall & floor finishes.  
**OR**  
List the various manual equipment used in the housekeeping department. Suggest the care and maintenance for the same. (10)
- Q.5. Write in brief about the inter-departmental co-operation of the housekeeping department with front office department and maintenance. (5+5=10)
- Q.6. Give short answer (any two):  
(a) Duties of Executive Housekeeper.  
(b) Conventional cleaning and block cleaning.  
(c) Soapy detergent and synthetic detergent. (2x5=10)

- Q.7. Define detergent. Enumerate qualities of a good detergent. (3+7=10)  
**OR**  
Discuss use of Eco-friendly products in housekeeping. (10)
- Q.8. Explain the following terms:  
(a) Druggert (b) Swabs (c) Squeegee  
(d) Buffing (e) Abrasive (f) Houseman  
(g) Valet (h) Tarnish (i) Floor seal  
(j) Dust sheet (10x1=10)
- Q.9. Answer briefly or give reasons (any five):  
(a) Mention 4 don'ts to be followed by room maid on duty.  
(b) Why sweeping is done before dusting and dusting is done before vacuum cleaning.  
(c) Why chambermaids use chambermaids trolley.  
(d) Floor should be clean and dry before applying a floor seal.  
(e) Enlist the registers maintain at the central desk of housekeeping department.  
(f) Maid's trolley should be pulled rather than pushed. (5x2=10)
- Q.10. Spot the odd one out. (10x1=10)  
(a) Valet bag, disposable bag, laundry bag.  
(b) Sani fresh, harpic, Dettol.  
(c) Sheer curtain, shower curtain, heavy curtain.  
(d) Brasso, silvo, silverfish.  
(e) Dust sheet, bed sheet, crinkle sheet.  
(f) Hand towel, face towel, bathmat.  
(g) Vacuum cleaner, scrubbing machine, sani bin.  
(h) Water closet, bidet, vitreous China.  
(i) Room attendant, linen attendant, bell boy.  
(j) Carpet brush, toilet brush, glass cloth.

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ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR – 2015-2016

COURSE : 1<sup>st</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Foundation Course in Accommodation Operations - I  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Discuss in detail the functions of the housekeeping department of a hotel. (10)

OR

Explain duties and responsibilities of:

- (a) Floor Supervisor  
(b) Housekeeping Desk Supervisor

(5+5=10)

Q.2. (a) Explain **any five** essential qualities of a housekeeper.  
(b) Draw the organization chart of housekeeping department of a 300 room 5-star hotel. (5+5=10)

Q.3. What do you mean by "Cleaning Schedules/Cleaning Frequency". Explain the different cleaning schedules practiced in hotels with appropriate examples. (2+8=10)

OR

Explain **any five** cleaning procedures used in housekeeping department. (10)

Q.4. Explain how computers have helped in conducting daily housekeeping operations in hotel efficiently and smoothly? (10)

Q.5. Write short notes on the following (**any four**):

- (a) Floor Maintenance Machine (b) Detergent (c) Dry Mops  
(d) Wall finishes (e) Floor seals (f) Abrasives  
(g) Co-ordination with security (h) Duties of houseman

(4x2 ½ =10)

Q.6. Discuss functions for which Housekeeping department co-ordinates with:  
(a) Front Office (b) Maintenance (c) Food and Beverage (4+3+3=10)

Q.7. Differentiate between:  
(a) Stain and Tarnish (b) Galvanising and Lacquering  
(c) Hardwood and Softwood (d) Leather and rexines  
(d) Conventional Cleaning and Block cleaning (5x2=10)

Q.8. What do you understand by Eco-friendly products in housekeeping? Name **three** eco-friendly products. (7+3=10)

OR

Define detergent. What are some of the qualities of a good detergent? (10)

Q.9. A How would you clean following surfaces:  
(i) Brass door handle (ii) Glass window (2 ½ +2 ½ =5)

B Write full form of:

- (i) EPNS (ii) OOO (iii) HWC (iv) WC (v) SB (5x1=5)

Q.10. Fill in the blanks:

- (a) \_\_\_\_\_ is an alloy of copper and tin.  
(b) \_\_\_\_\_ leather is used for cleaning glass and silver polishing.  
(c) \_\_\_\_\_ is used to remove excess water from floors.  
(d) Sweeping is done before \_\_\_\_\_.  
(e) \_\_\_\_\_ is an alloy of copper and zinc.  
(f) \_\_\_\_\_ denotes the acidity and alkalinity of substances.  
(g) \_\_\_\_\_ is a reaction in which fats/oils reacts with alkali to form soap.  
(h) \_\_\_\_\_ is another term for taps.  
(i) \_\_\_\_\_ is used to polish brass.  
(j) Parquet is a \_\_\_\_\_ finish. (10x1=10)

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ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
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ACADEMIC YEAR – 2016-2017

COURSE : 1<sup>st</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Foundation Course in Accommodation Operations - I  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Draw an organisation chart of housekeeping department of a large 5 star hotel with 600 guestrooms having a laundry on the premises. Explain the duties of floor supervisor and desk supervisor. (10)
- Q.2. What role does the housekeeping play in making a guest's stay in a hotel a memorable?  
OR  
Discuss the various functions of housekeeping department in a hotel. (10)
- Q.3. Write a note on frequency schedules for cleaning. Explain how cleaning is organised in hotels.  
OR  
List the principles of cleaning stating the repercussions of violating these principles. (10)
- Q.4. What are the points to be considered by Executive Housekeeper while selecting equipment for the property? Give five examples of manual and mechanical equipment and describe them briefly.  
OR  
Draw and identify various sections of hotel housekeeping department and briefly explain the role of each section. (10)
- Q.5. Discuss the aspects of co-operation between front office and housekeeping for smooth and efficient function of room division in a hotel.  
OR  
In what way can information technology systems be utilised in housekeeping operation? (10)

- Q.6. Differentiate between the following (any five):  
(a) Buffing and burnishing  
(b) Granolithic floor and terrazzo floor  
(c) Houseman and ottoman  
(d) Deodorants and disinfectants  
(e) Drugget and dustsheet  
(f) Janitor's trolley and mop wringer trolley (5x2=10)
- Q.7. Write short notes on any two:  
(a) Maid's service room (b) Detergents (c) Wall finishes (2x5=10)
- Q.8. How will you clean and maintain the following:  
(a) Bidet (b) Upholstered chair (c) Marble table top  
(d) Ceramic tiles (e) Leather sofa (5x2=10)
- Q.9. Define the following (any ten):  
(a) Seamstress (b) Staining (c) Pile lifter  
(d) Orthodox cleaning (e) Vestibule (f) Caddy  
(g) Parquet (h) Jeweler's rouge (i) Trash bag  
(j) Chandelier (k) Floor seal (l) Surfactant (10x1=10)
- Q.10. Fill in the blanks:  
(a) \_\_\_\_\_ is the process, shellac dissolved in alcohol and coated over brass or copper to reduce tarnishing.  
(b) \_\_\_\_\_ is a transparent, lustrous, brittle material made from silica or sand.  
(c) Pumice stone, sand paper and steel wool which are meant for cleaning are \_\_\_\_\_.  
(d) \_\_\_\_\_ is a dis-colouration caused by chemical reaction between metal and substances found in water, air and food.  
(e) \_\_\_\_\_ is soft leather used for polishing.  
(f) Deep cleaning of areas done periodically is called \_\_\_\_\_.  
(g) An alloy of copper and zinc is \_\_\_\_\_.  
(h) \_\_\_\_\_ is a metamorphosed and crystallised lime stone.  
(i) The clay ware from which the water closets, wash basins are made of is called \_\_\_\_\_.  
(j) \_\_\_\_\_ is another name for taps. (10x1=10)

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ROLL No. ....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR – 2017-2018

COURSE : 1st Semester of 3-year B.Sc. in H&HA  
SUBJECT : Foundation Course in Accommodation Operations - I  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Define housekeeping. How does housekeeping contribute to earning profits for a hotel?  
(2+8=10)
- Q.2. Draw the organisational chart of housekeeping department for a 500 room Ecotel.  
**OR**  
Draw the layout of housekeeping department for a 500 room Ecotel. Briefly explain.  
(10)
- Q.3. List the duties and responsibilities of the following staff:  
(a) Horticulturist (b) Seamstress  
(c) Evening shift supervisor (d) Control desk supervisor  
(4x2 1/2 =10)
- Q.4. Explain the various cleaning methods used in a hotel.  
(10)
- Q.5. Explain briefly:  
(a) Use of computers in housekeeping department.  
(b) Inter departmental relation between front office and housekeeping department.  
(5+5=10)
- Q.6. Give reasons for the following:  
(a) Brushes should never be left resting on their bristles.  
(b) Different colour codes are used for cleaning clothes.  
(c) Mops are cleaned and dried after use.  
(d) Applying floor sealers to flooring surface.  
(e) Newspaper used for buffing glass surface.  
(5x2=10)

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- Q.7. Explain the following:  
(a) Buffing (b) Bidet  
(c) Lint (d) Kentucky mop  
(e) Dustette (f) pH scale  
(g) Saponification (h) Hopper  
(i) Chamois leather (j) Promotional tent card  
(10x1=10)
- Q.8. Expand the following:  
(a) EPNS (b) WC (c) Wi-Fi (d) GPS  
(e) LAN (f) GRA (g) HWC (h) DND  
(i) OOO (j) VIP  
(10x1=10)
- Q.9. State True or False:  
(a) Steel is an alloy of Aluminium and carbon.  
(b) Ammonia is a strong grease emulsifier.  
(c) Floor pantry is the nerve centre of housekeeping department.  
(d) Discrepancy report is prepared by housekeeping department.  
(e) Scotch Brite is an example of an abrasive.  
(f) Box sweeper is a type of vacuum cleaner.  
(g) Gardner reports to horticulturist.  
(h) Water is an universal solvent.  
(i) Castors are the wheels fixed at the base of the furniture and equipment to make them mobile.  
(j) Water closets and bathtubs are made of ceramic.  
(10x1=10)
- Q.10. Fill in the blanks:  
(a) China clay is also known as \_\_\_\_\_.  
(b) Other name of sewing kit is \_\_\_\_\_.  
(c) Spirits of salt is \_\_\_\_\_.  
(d) A pink oxide of iron used as a fine abrasive for polishing silver is \_\_\_\_\_.  
(e) A thin outer coating of finer wood on another wooden surface is \_\_\_\_\_.  
(f) \_\_\_\_\_ is a discolouration caused by a chemical reaction between a metal and substances found in water, air and food.  
(g) Brass is an alloy of \_\_\_\_\_ and \_\_\_\_\_.  
(h) The batch is heated to a temperature of \_\_\_\_\_ °C to get glass.  
(i) \_\_\_\_\_ is a Coloured varnish made of shellac dissolved in alcohol.  
(j) Sterling silver contains \_\_\_\_\_% silver and the rest as copper.  
(10x1=10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR – 2018-2019

ROLL No. ....

COURSE : 1<sup>st</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Foundation Course in Accommodation Operations - I  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. How housekeeping is the 'eyes and ears' of the organization. Explain with reference to the role of housekeeping in a hotel.  
OR  
Explain the duties and responsibilities of an executive housekeeper. (10)
- Q.2. What are the qualities of a good housekeeping staff?  
OR  
Draw an organization chart for housekeeping department of a hotel and briefly enumerate the duties of each position. (10)
- Q.3. Explain briefly (any two):  
(a) Five types of vacuum cleaners. (b) Cleaning schedules.  
(c) Standards of cleaning. (d) Selection criteria for cleaning agents. (2x5=10)
- Q.4. How does housekeeping co-ordinate with:  
(a) Front office department (b) Maintenance department (5+5=10)
- Q.5. Give short notes (any four):  
(a) Abrasives (b) EPNS (c) Floor seals (d) GRA (e) Brass care  
(f) Bonded carpets (g) Wood care (4x 2 ½ =10)
- Q.6. Differentiate between the following (any four):  
(a) Glazing and enameling  
(b) Hardwood and softwood  
(c) Conventional cleaning and team cleaning  
(d) Dustette and dustsheet  
(e) Biological detergents and caustic detergents  
(f) Emulsion paint and enamel paint  
(g) Tailor and upholsterer (4x 2 ½ =10)
- Q.7. Explain the roles of computers in housekeeping operations.  
OR  
Discuss how housekeeping is contributing to the responsibility towards being eco-friendly. (10)
- Q.8. Give reasons for the following (any four):  
(a) Water is not a good cleaning agent.  
(b) AMC is required for mechanical equipment.  
(c) Banquet halls have carpeted flooring.  
(d) Cleaning is carried out top to bottom and inside out.  
(e) Brushes and brooms should be stored resting on stock. (4x2 ½ =10)
- Q.9. Match the following:  
(a) Castors (i) Cleaning equipment  
(b) Terrazzo (ii) Alloy of copper and zinc  
(c) Surfactant (iii) Resin for protecting wood  
(d) Drugget (iv) Polishing silver  
(e) Swab (v) Alloy of copper and tin  
(f) Shellac (vi) Surface active agents in detergents  
(g) Upholstery (vii) Cement with granite and marble embedded  
(h) Burnishing machine (viii) Covering for floor  
(i) Bronze (ix) Furnishing  
(j) Brass (x) Heavy furniture (10x1=10)

Q.10. Fill in the blanks:

- (a) The stock of supplies held for future use in hotels is based on \_\_\_\_\_ and \_\_\_\_\_.  
(b) \_\_\_\_\_ is a method of cleaning with a cloth with mineral oil infused in it.  
(c) \_\_\_\_\_ are small containers kept in washrooms for collection of sanitary waste.  
(d) \_\_\_\_\_ is small equipment used to carry cleaning supplies to guest rooms.  
(e) \_\_\_\_\_ is the covering given to wood product surfaces to give it the look of actual wood.  
(f) Protective covering for aluminum is called \_\_\_\_\_.  
(g) \_\_\_\_\_ are small fibers left on the cleaned surface by a cleaning cloth.  
(h) \_\_\_\_\_ is a reaction in which fat / oil reacts with alkali to form soap.  
(i) \_\_\_\_\_ is the communication hub of housekeeping.

(10x1=10)

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