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Register Number :

**7899**

Name of the Candidate :

**DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY  
EXAMINATION DECEMBER 2013.****(SECOND YEAR)****240 — HOUSE KEEPING MANAGEMENT****(Maximum marks 75 for candidates joined during 2011-12 and after)**

Time : Three hours

Maximum : 100 marks

**Answer any FIVE questions. (5 × 20 = 100)**  
**All questions carry equal marks.**

1. (a) Draw Layout of House Keeping Department of five start hotel.  
(b) Explain the Duties of deputy house keeper, and Room attendant.
2. (a) Explain the role of House Keeping Department in the Hotel.  
(b) Write about suits and other types of special Rooms available in hotel.
3. (a) Explain the Relationship between house keeping and F and B Service, Front office.  
(b) Draw atleast ten Mechanical Equipments and Machines used in House Keeping.
4. (a) Write about soap detergents and Alkalis, acids, used in the House Keeping.  
(b) Explain the operational area of House Keeping Departments of an Hotel.
5. (a) How do you take care and cleaning metals Copper, EPNS, GUN metal, Stainless steel explain.  
(b) Explain cleaning procedure of Public area, Pool area.
6. (a) Explain different types of Floor Finishes and it maintenance.  
(b) Explain different Records Followed in the House Keeping Department.

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7. (a) Write about importance of House laundry.  
(b) Explain Laundry Procedure found in the Hotel.
  8. (a) Explain Inspection and Storage of Linen.  
(b) Name at least five machines used in the Linen Room.
  9. (a) Explain the different pest eradication procedures found in the Hotel.  
(b) Write about House Keeping Pantry what are the materials available in it explain.
  10. (a) What are the different lighting accessories needed in the Hotel?  
(b) Explain the flower arrangement and its type.
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