Dr. Babasaheb Ambedkar Open University
Term End Examination July - 2016

Course	**: BBAHT**		
Subject Code	**: BBAHT - 201**		
Subject Name	**: Housekeeping & Accommodation Operations**	**Max. Marks**	**: 70**
		Duration	**: 3Hours**
Date	**:**	**Time**	**:**

SAMPLE QUESTION PAPER

Section A

Answer the following (any three) (30)

1. Explain the layout of the housekeeping department with the help of a diagram.
2. Discuss the role of a control desk in the housekeeping department.
3. Describe the lost and found procedure in details.
4. Discuss the unsafe practices that may lead to fire along with the fire detection system.
5. Explain the daily cleaning and periodic cleaning schedule of a lobby.

Section B

Answer the following (any four) (20)

1. List down five points to discuss the importance of room to a guest.
2. Explain coordination of housekeeping with maintenance department.
3. List duties and responsibilities of a housekeeping room attendant.
4. Discuss the importance of briefing.
5. Classify different types of fire.
6. Explain the linen sorting procedure before it goes for washing.

Section C

(A) Choose correct answer. (10)

1. The executive housekeeper reports to _____.

   a) Owner b) General Manager c) Front Office Manager

2. Cloakroom attendants are allotted with the duty of cleaning and maintaining of:

   a) hotel staircase b) guest vehicle c) public guest toilets

3. Room with two single beds and one common head board is called:

a) Parlour Room b) Hollywood Twin Room c) Twin Room

4. A set of rooms not on the same level connected by an internal staircase is called:

a) Junior suites b) Suite room c) Duplex

5. The items guest can use and can take them away when they checkout from the hotel.

a) Guest Loan Item b) Guest Amenities c) Guest expendables

6. Metal stains are removed with _____

a) Acid b) Paraffin c) Alkali

7. These are basically used on flammable liquids, oils and fats:

a) carbon dioxide b) Water gas c) dry chemical foam.

8. Every floor is issued _____ par linen in their floor pantries.

a) 3 par b) 1.5 par c) 1 par

9. Guest checking in with very less luggage is coded as _____

a) Scanty Baggage b) No luggage c) Scanty luggage

10. This machine has no rotary action and are used for deep cleaning of carpet.

a) Carpet Shampooer b) Scrubbing Machine c) Hot water extraction machines

B. State whether the statements are True or False. (10)

1. Gardeners report to the horticulturist.

2. Parlour room is a living room which can be used as bedroom.

3. A Hospitality room in a hotel is charged on an hourly basis.

4. A room with no kitchen facility is called efficiency room.

5. Guest loan items are permanently kept in guestroom as extra amenities.

6. Hemp fabric should be washed with warm water.

7. Evening service in the guest room is also known as second service.

8. The code NC stands for room not checked.

9. Cutting of the plant should be carried out at a slant using sharp scissor.

10. Dry powder are usually meant for multipurpose use with the various types of fire.

SAMPLE QUESTION PAPER