



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

**B.sc in Hospitality and Hotel Administration/
Diploma in Hotel Management**

1st YEAR ASSIGNMENT

Last Date of Submission: 15 May 2011.

**Course Title: Introduction to Housekeeping
Year: 2010-11**

**Course Code: EHM 102
Maximum Marks: 20**

Section 'A'

Section 'A' contains 08 short answer type questions of 2½ marks each. Learners are required to answer 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Briefly discuss the following:

1. What are the various functions of housekeeping?
2. What is formal approach to design housekeeping organisational structure?
3. Explain how a housekeeping department maintains relationship with other departments.
4. What do you understand by job description and job specification?
5. Explain the following terms
 - a) Lanai
 - b) Cabana
 - d) Hollywood twin
 - e) Quad
 - f) Parlour
6. What are the different types of cleaning equipments?
7. What is linen and enlist various types of linen used in a hotel?
8. What rules should a staff follow on a guest floor?

Section 'B'

Section 'B' contains 04 long answer-type questions of 5 marks each. Learners are required to answer 02 questions only. Answers of long answer-type questions must be restricted to 500 words approximately.

9. Explain the role of housekeeping in a hotel.
10. What are the duties and responsibilities of an Executive housekeeper, Houseman & a room attendant?
11. What are the current challenges for housekeeping department in any hotel?
12. What are the steps included in the cleaning of
 - a) Lobby
 - b) Lounge
 - c) Corridor
 - d) Elevator
 - e) Health club
 - f) Offices