

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BBA IN HOTEL OPERATIONS AND TOURISM (756)**  
**EXAMINATION: NOVEMBER - 2025**  
**SECOND SEMESTER**  
**Subject : - House Keeping-II (756203)**

**C/CB**  
**60:40**

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**Date: 26/11/2025**

**Total Marks: 60**

**Time: 10.00 am to 12.30 pm**

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**Instructions:** 1) Each question carries equal marks.  
2) Attempt any 06 questions

- Q. 1 A.** List down dirty dozen (05)
- B.** List general principles of cleaning. (05)
- Q. 2** Explain with the help of a flowchart 'Lost & Found procedure' in star hotels. (10)
- Q. 3** Elaborate on the importance and advantages of guest room cleaning. (10)
- Q. 4 A.** Distinguish between 'Second Service and Evening service' (05)
- B.** List step by step cleaning procedure for vacant room. (05)
- Q. 5** Write a detailed note justifying the statement "Control desk is the nerve centre of the housekeeping department. (10)
- Q. 6** List and explain in brief any 5 keys used in the housekeeping areas of Housekeeping (10)
- Q. 7** Write down in detail the work flow or operations of the morning shift of the housekeeping department. (10)
- Q. 8** Write a detailed note on spring cleaning procedure of a conference hall in a star hotel (10)
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