

TILAK MAHARASHTRA VIDYAPEETH, PUNE

B.Sc. IN HOSPITALITY AND TOURISM (757)

EXAMINATION: DECEMBER- 2025

SECOND SEMESTER

Subject : - House Keeping - II (757203)

C/CB
60:40

Date: 28/11/2025

Total Marks: 60

Time: 10.00 am to 12.30 pm

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

- Q. 1** List down points of difference between Second service and Evening service. (10)
- Q. 2** With the help of a flowchart explain step by step procedure of Lost and found guest items by housekeeping department of a star hotel. (10)
- Q. 3** Spring cleaning is a necessary cleaning activity in star hotels .Why is it required to be done and list its types. (10)
- Q. 4** List down and explain in detail the importance of public area cleaning to the hotel. (10)
- Q. 5** List down step by step cleaning activities carried out in an occupied room. (10)
- Q. 6** Desk control is a very important section of the housekeeping department Justify this statement. (10)
- Q. 7** Name and explain in detail cleaning activities carried out in the lobby area in the morning and night shifts. (10)
- Q. 8** List down all manual keys used in the housekeeping Department and give their use. (10)
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