

Roll No _____

**Model Paper “House Keeping”
Matric Vocational in Hotel Operations 10th Class
Annual Examinations 2024 & Onward**

**PART-A
OBJECTIVE**

Time Allowed: 20 Minutes

Marks: 08

Note: This part is compulsory. It should be attempted on the Question Paper & returned to the Supervisory Staff after the prescribed time. Cutting, overwriting and use of lead pencil is not allowed. Supervisory staff is requested to attach it with the answerbook.

Q NO.1 Fill in the blanks. Attempt all questions.

(08*01)=8

- I. Personal _____ is important for maintaining a clean and professional appearance.
- II. The _____ of cleaning include time, temperature, agitation, and chemical action.
- III. Safety and security measures are necessary to protect guests and _____.
- IV. _____ Control involves monitoring and reducing energy usage in hotel rooms.
- V. Servicing a check-out room involves cleaning and _____ the room for the next guest.
- VI. Servicing a vacant room involves cleaning and _____ the room for the next guest.
- VII. Providing an evening turn-down service involves preparing the room for _____.
- VIII. Handling guests' laundry and dry cleaning requires following proper _____ procedures.

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PART-B
SUBJECTIVE

Time Allowed: 1:10 Minutes

Marks: 22

SECTION-I

Q NO.2 Attempt any 6 questions.

(06*02)=12

- I. What is the role of the housekeeping department in a hotel?
- II. Why is it important to use customer-related language in housekeeping?
- III. What are some basic principles of personal hygiene for housekeeping staff?
- IV. What is work hygiene?
- V. What are some safety and security measures that should be followed in housekeeping?
- VI. What are some common pests that housekeeping staff should be aware of?
- VII. How should guests' laundry and dry cleaning be handled in housekeeping?
- VIII. Why is it important to provide basic first aid in housekeeping?

SECTION – II

Q NO.3 Attempt any two questions.

(02*05)=10

- i. Discuss the principles of cleaning and their importance in maintaining a clean and healthy hotel environment.
- ii. Explain the importance of safety and security measures in the housekeeping department.
- iii. Describe the steps involved in servicing an occupied room.

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PRACTICAL

Time Allowed: 90 Minutes

Marks: 12

Note: Attempt any 1 question

- i. Show how to make a bed in an occupied room.
- ii. Demonstrate how to prepare a check-out departure room.