Section A:

01 Definition of House Keeping:
House Keeping is defined as the department of the hotel charged of cleaning and maintaining rooms and public areas.

OR
House Keeping is a process of providing a clean, comfortable and safe environment.

02 Key functions of a House Keeper:
1. Floral decoration
2. Keeping inventories and records of equipments
3. Key control
4. Dealing with lost properties
5. Deployment, supervision
6. Control and training staff
7. Checking and reporting all maintenance work
8. Ensuring cooperation with other departments
9. Engagement, dismissed and welfare of staff
10. Prevention of fire and other accidents in the department
11. Tasks distribution and planning
12. Cleanliness
13. Bed making
14. Laundry
15. Linen management
16. Safety and security of the guest
17. Pest control.
(03) Two types of equipment and three examples of cleaning agents.

Type of Equipment:
- Manual equipment
- Mechanical/electrical equipment

Three examples of cleaning agents:
- Water
- Detergent
- Abrasives
- Toilet cleansers
- Window cleansers
- Soda
- Ammonia
- Solvent
- Bleaches
- Disinfectants
- Antiseptic
- Deodorant
- Polishes
- Soap

(04) The main points to consider when choosing cleaning equipments:
1. Safety factors
2. Ease of operation and cleaning
3. Work performance and saving of time and labour
4. Durability
5. Portability
6. Noise
7. Maintenance and surviving arrangement
   Initial and operating costs
   Use
   Storing facilities

(05) Definition of laundry:
=> Laundry is defined as action of washing

=> Laundry can also be considered as the area destined for washing.
Role of:

a) Disinfectant: used for killing bacteria.
b) Antiseptics: used for preventing bacterial growth.
c) Deodorant: used for masking unpleasant smell.

Different machines used in laundries:
- Washing machines
- Hydro extractor machines
- Ironing/Calendar machine
- Drying machine / Tumbler machine

Process for cleaning windows in flat glass:

1. Dusting
2. Removal of dirt with damp cloth, scrim or newspaper
3. Removal of greasy finger marks with vinegar and water or methylated spirit
4. Polish/produce the shine by using lines without smears
5. To dry

Care of wooden table and cleaning

* Care:
1. Avoid scratching/knocking
2. Wipe all spills as soon as possible
3. Treat stains as soon as possible
4. Protect tops of dressing tables, coffee tables with a glass
5. Examine for woodworm, insect in wood and clean
6. Clean regularly with water and vinegar solution

* Cleaning:
1. Dust with dry cloth
1. Wash with a cloth wrung in warm soapy water
2. In case of stain, use appropriate stain removal agent.
3. Avoid using rough cleaning agents for avoiding scratching.
4. Rinse well with cloth wrung in clean water.
5. Dry with clean absorbent cloth.
6. Shine by applying a suitable polish.

10. Explanation of the following symbols:
    a) \[40\text{°C} \]: Washing at 40°C / warm water
    b) \[\text{Cl}\] : Bleaching with chlorine
    c) \[\bigcirc\] : Tumble drying / dry
    d) \[\text{Iron at high temperature}\] : Iron at high temperature
    e) \[\text{F}\] : Dry cleaning with white spirit or hydrocarbon solvents
    f) \[\bigwedge\] : Very gently wet cleaning
11. Explain why we must do cleaning:

We must clean in order to make:

- Hygiene 0.5
- Safety 0.5
- To preserve 0.5
- To maintain a good environment 0.5
- To maintain a good appearance 0.5
- To make comfortable 0.5
- To make attractive
- To prevent microbes

Section B

12. Qualities of a good housekeeper:

- Interest on people needs and tactics in handling them
- Pleasant personality and ability to converse with all types of people
- Ability to hide likes and dislikes
- Strictness regarding punctuality
- Critical power of observation
- A sense of humor
- Willingness to experiment new ideas to use creativity
- A cool head and a strong heart to deal with emergencies

13. Definition:

a) Dry cleaning: Action of removing stains on the linen or clothes without using water but by using the appropriate stain removal.

b) Stain: Mark of anything that is left accidentally on clothes or surfaces.

c) Hard water: Water rich in salt.
Dirt is a dust or other materials adheres or penetrates to the surface or in the clothes by moisture or grease.

(14) The main points to remember when removing stain:
- Treat the stains as soon as possible.
- Consider the fiber of which the fabric is made.
- For a colored article, check effect of removal on an important part if possible.
- Use the weakest method first.
- Use a weak solution several times rather than a strong one.
- When using a chemical, always place the stained area over absorb pool of clean cloth.
- Avoid a ring treat always from an area round the stain and work towards the centre.
- After using a chemical, neutralize or rinse well the article.
- Nature of stain

(15) Main responsibilities of housekeeper
- Floral decoration
- Inventories and record of equipment
- Key control
- Dealing with lost properties
- Deployment, supervision
- Control and training staff
- Checking and reporting all maintenance work
- Ensuring cooperation with other departments
- Engagement, dismissal and welfare of staff
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- Cleanliness, safety and security of the guest
- Bed making
- Pest control
- Laundry
- Linen management
Section C:

16. Indicate and explain at least five main cleaning agents:

- Water: is used together with other cleaning agents such as detergents to increase its cleaning ability.
- Detergents: are cleaning agents used together with water to loosen and remove dirt and hold the dirt in suspension.
- Abrasives: are made of coarse material and clean dirt by their scratching action.
- Toilet cleansers: may be powder or liquid containing acid.
- Window cleansers: are used to clean smooth surfaces and glass surfaces.
- Ammoniac: They are alkalis and are used to dissolve grease and stain removal.
- Polishes: are used to produce a shine by providing a smooth surface.
- Organic solvents: are used for the removal of grease and water from surfaces.
- Disinfectants: used to kill microbes and bacteria.
- Antiseptics: prevent microbes.
- Deodorants: Remove in pleasant smell.
Procedure for making a bed:

1. Strip a bed
2. Remove the soiled sheets and pillow covers.
3. Remove the mattress in order to remove any particle.
4. Bring the mattress and put in bed
5. Make a bed with clean ironed linen
6. Put the bottom sheet right side out
7. Fold/smite the sheet under the mattress in all sides
8. Place a top sheet wrong side
9. Ensure the sides of sheet are equal
10. Fold the corners at the end of the bed
11. Cover the top sheet by a blanket
12. Put the pillows under the blanket
13. Fold the blanket over the head of the bed
14. Cover the bed with a bed cover.