

L 28- Introduction to Housekeeping

Keywords

Domestic	Grooming	Tidiness	Presentable	Recreation	Housekeeper
Storekeeper	Cloak room	Maintenance	Trimmed	Deweed	Horticulturist

In-text Questions

Intext Questions 28.1

1. Correct the following statements: -

a. Housekeeping refers to cooking nutritious meals for your family.

Answer: Housekeeping refers to keeping a place clean, beautiful and well maintained.

b. Housekeeping refers only to residential premises.

Answer: Housekeeping refers to commercial as well as residential establishments.

c. Housekeeper is a person responsible for keeping the house.

Answer: Housekeeper is a person responsible for keeping the premises clean and well maintained.

d. Housekeeping at home is done by maid-servant.

Answer: Housekeeping at home is done by the home maker (mother), other family members and by any hired helpers.

e. Housekeeping in a big hotel is done by a single person

Answer: Housekeeping in a big hotel is done by a single person.

2. Given below is a list of areas/appliances. Suggest the kind of maintenance services required for each.

- i. Fan
- ii. Tap
- iii. Gas stove
- iv. Mixer grinder
- v. Pipe
- vi. Wall
- vii. Window pane
- viii. Air conditioner
- ix. Lawn
- x. Bedsheets

Answer:

- i. Fan-Fan- grease, replace bearing
- ii. Tap- change rubber washer, tighten nut
- iii. Gas stove- change gas knob, clean burner
- iv. Mixer grinder- sharpen blades, clean grime
- v. Pipe-repair leaks
- vi. Wall- repaint, change/ stick back wall paper
- vii. Window pane-change cracked window glass, tighten screws of hinges.

- viii. Air conditioner- fill gas, clean filter
- ix. Lawn- manure, trim, deweed
- x. Bed sheets- remove stains, wash, iron

Intext Questions 28.2

1. Your relative has been admitted in a hospital. Specify the personnel you will contact in case of following situations.

- i. You want the bed sheets and pillow covers replaced.

Answer: linen room supervisor

2. There is a fused bulb outside your room in the corridor on the 1st floor.

Answer: Floor supervisor

3. Food has spilled on the sofa of the lobby.

Answer: Public area supervisor

4. The toilet in the cloak room is dirty.

Answer: Cloak room attendant.

5. Plants in the garden have dried up.

Answer: Horticulturist

6. You wish to file a complaint about general management.

Answer: Control desk supervisor

7. You want to contact the person responsible for the complete maintenance and upkeep of the whole building.

Answer: Housekeeper

Intext Questions 28.3

1. While travelling, you may have stopped at a road side restaurant/motel. List 8 unhealthy practices adopted by the workers employed there that you may have observed.

Answer: Unhealthy practices adopted by the workers:

- i. Unkempt appearance
- ii. Picking nose
- iii. Sleepy (not alert)
- iv. Dirty clothes
- v. Long nails
- vi. Painted nails
- vii. High heels
- viii. Has skin disease
- ix. Hair not covered

Terminal Exercise

1. What do you understand by the term 'housekeeping'? Why is it important?

Answer: Housekeeping in simple words means:

- maintaining a house on a daily or long-term basis
- looking after its cleanliness, tidiness, upkeep and smooth running.

A good housekeeping would have ensured:

- smooth functioning of all gadgets
- no leaks,
- a comfortable environment in which we would have enjoyed a hassle-free living.

Thus housekeeping means attending to the small tasks in time.

2. Identify the maintenance activities required in the kitchen, verandah and lawn of your house.

Kitchen:

- Empty the dishwasher and dish drainer, as necessary.
- Wash grimy dishes as they happen.
- Wipe spills from counters, floors, and appliances
- Clean counters.
- Sweep floor.
- Run the dishwasher, as necessary.
- Wash out the sink.
- Set out a clean cloth for another day.

Verandah:

- Clear the Space; Move Furniture, Plant Pots, etc.
- Remove Cobwebs, Wipe Dividers, and Clear the Floor.
- Clean Window Outsides.
- Wash the Yard with a Water Hose.
- Sponge Clean with a Cleaning Solution.
- Clean and Wipe the Floor

Lawn:

- Get Freed of Weeds (A couple of weeds in your garden are inevitable).
- Regularly removing dead grass and debris is an essential part of any lawn care routine.
- Reseed and Over seed
- Water and fertilize.
- Apply mulch (Mulch is a layer of material applied to the surface of soil).

3. Specify five ways each by which a housekeeper helps in maintaining the bedrooms, corridors, lobby and toilets of a hotel.

Answer:

Housekeeping	Ways of Maintaining
Bedrooms	<ol style="list-style-type: none"> 1. See beneath the bed for any lost items. 2. Strip the bed of all materials and pad cases. 3. Lay down a new fitted sheet. 4. Lay down a clean level sheet.

Housekeeping	Ways of Maintaining
	5. Tuck the sheets beneath the foot of the bed 6. Put clean pillowcases on the pillows.
Corridor	1. Clear the passage from corner to corner with plume brush. 2. Dust the fittings and evading with a duster. 3. Mop the floor with long handle mop. 4. Clean the hallway in parts. 5. Corridors with carpet got to be vacuumed.
Lobby	1. Mop the Floor. 2. Vacuum carpet, Mats, and Rugs. 3. Keep Furniture Clean. 4. Empty Waste Bins. 5. Regularly Clean Restrooms.
Toilets	1. Remove any utilized towels. 2. Look for any signs of water spills from washroom fixtures. 3. Clean the shower and bath at that point wipe down with a dry cloth. 4. Clean and sanitize the cover and handle. Clean mirrors. 5. Clean the sink, floor tiles and grout.

4. Reena got employed as a housekeeper. Educate her on 10 personal grooming habits she should adopt.

Answer: The 10 personal grooming habits she should adopt are:

- i. Be fresh, well groomed and clean, not half asleep or unkempt in appearance while reporting on duty
- ii. Have hair neatly cut and tied properly
- iii. Have nails neatly trimmed
- iv. Dress in simple, clean and well ironed clothes

- v. Avoid rings or other jewellery
- vi. Use light makeup
- vii. Use footwear that is light, without heels and noiseless
- viii. Be healthy and not suffer from any skin disease, colds, etc
- ix. Avoid bad habits such as nail biting, nose picking, leg shaking, sitting on work table, spitting, chewing pan, smoking, etc.
- x. Bathe daily.

Previous Year Questions

1. List two duties of a control-desk supervisor.[2] (April 2011)

Answer: The two duties of a control-desk supervisor are:

- i. This person communicates with the staff and coordinates with various departments of the organization.
- ii. He becomes the centre point of all messages, complaints etc.,
- iii. He also keeps records of what work has been assigned to whom and maintains the general follow-up of the same.

2. Sita has got a job as a housekeeper. Educate her on four points of personalgrooming habits. [4] (April 2012)

Answer: The four points of personalgrooming habits Sita should know are:

- i. Be fresh, well groomed and clean, not half asleep or unkempt in appearance while reporting on duty
- ii. Have their hair neatly cut and tied properly
- iii. Have nails neatly trimmed

- iv. Dress in simple, clean and well ironed clothes.

3. Define housekeeping and state its importance. [4] (April 2013)

Answer: Housekeeping in simple words means:

- maintaining a house on a daily or long-term basis
- looking after its cleanliness, tidiness, upkeep and smooth running.

A good housekeeping would have ensured:

- smooth functioning of all gadgets
- no leaks
- a comfortable environment in which we would have enjoyed a hassle free living

Thus housekeeping means attending to the small tasks in time.

4. What is the job of a floor supervisor and a cloakroom in-charge in a hotel? [2] (April 2015)

Floor supervisor: for multistoried buildings, each floor is attended by a floor supervisor. He/ she is responsible for:

- the cleanliness and maintenance of the assigned floor which includes rooms, corridors, rest rooms, stair case, etc.,
- jobs like changing or repairing lights, switches, etc.

Cloak room in-charge: he/she is responsible for the maintenance and service of common toilets.

5. Write the general procedure, you will follow in the weekly cleaning of your kitchen. [4] (April 2016)

Answer: The weekly cleaning procedure of kitchen is as follows:

- i. Empty the dishwasher and dish drainer, as necessary.
- ii. Wipe spills from counters, floors, and appliances Clean counters.
- iii. Run the dishwasher, as necessary.
- iv. Wash out the sink.
- v. Organize the grocery containers for easy access.

6. State four activities involved in the daily cleaning of a house. [2] (April 2017)

Answer: The four activities involved in the daily cleaning of a house are:

- i. Sweeping and mopping floors
- ii. Emptying trash
- iii. High and low dusting
- iv. Wiping countertops and outside of the kitchen cabinets
- v. Doing the dishes
- vi. Cleaning and disinfecting the toilet
- vii. Cleaning the sink and bathroom.

7. List four personal hygiene standards that housekeeping staff should adopt. [2] (April 2018)

Answer: The four personal hygiene standards that housekeeping staff should adopt are:

- i. fresh, well groomed and clean, not half asleep or unkempt in appearance while reporting on duty

- ii. Have their hair neatly cut and tied properly
- iii. Have nails neatly trimmed
- iv. Dress in simple, clean and well ironed clothes.

8. Who is responsible for cleanliness of parking area of a hotel? What are other three responsibilities? [2] (April 2019)

Answer: Public area supervisor is responsible for cleanliness of parking area of a hotel.

He/she is also responsible for the cleanliness and maintenance of:

- waiting halls
- lobby
- conference/seminar room
- recreation rooms
- clubs, offices, etc.

9. List four areas in a commercial establishment that need housekeeping.[2] (Oct 2014)

Answer: The four areas in a commercial establishment that need housekeeping are:

- Rooms and corridors
- Toilets
- Linen
- Furniture and furnishings

10. State any four hygienic standards that housekeeping personal should maintain.[4] (Oct 2015)

Answer: The four hygienic standards that housekeeping personal should maintain are:

- i. Have their hair neatly cut and tied properly
- ii. Have nails neatly trimmed
- iii. Dress in simple, clean and well ironed clothes
- iv. Bathe daily.

11. List four duties of a housekeeper.[2] (Oct 2016)

Answer: The four duties of a housekeeper are:

- i. The housekeeper organization works round-the-clock
- ii. The housekeeper is the overall in-charge of the housekeeping department.
- iii. He or she directly controls all the personnel as well as all aspects of housekeeping.
- iv. She/ he is responsible for the cleanliness, beautification and maintenance of the premises

12. Name any four personal who work with a housekeeper[2] (Oct 2017)

Answer: The four personal who work with a housekeeper are:

- i. Assistant housekeeper
- ii. Control desk supervisor
- iii. Linen storekeeper
- iv. Floor supervisor

13. What is the role of a horticulturist in a hotel ?
(Oct 2019)

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Answer: Horticulturist is responsible for all the floral and plant decoration as well as the upkeep of gardens in the premises.

14. (Oct 2021)

~~Why~~ is it important to ensure good housekeeping? Give *four* reasons.

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Answer: A good housekeeping would have ensured smooth functioning of all gadgets, no leaks and a comfortable environment in which we would have enjoyed a hassle-free living. Its important to keep our house clean.

Reasons:

- Your environment dictates your mood.
- That mess is causing stress.
- A clean home energizes you.
- Cleanliness keeps you safe and healthy.