

B. Sc. (Hospitality & Hotel Administration) Sem – IV 2010 Course) :

SUMMER - 2019

SUBJECT: ROOMS DIVISION MANAGEMENT

Day: Wednesday

Time: 02.00 PM To 04.00 PM

Date: 10/04/2019

S-2019-2502

Max Marks. 40

N.B.:

- 1) All questions are **COMPULSORY**.
 - 2) Figures to the right indicate **FULL** marks.
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Q.1 Answer **ANY EIGHT** of the following: **(08)**

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|---------------------------|---------------------|
| a) Store requisition | f) Forecasting |
| b) Kenzan | g) Lead time |
| c) Perpetual Inventory | h) Bed occupancy % |
| d) Mechanics | i) Retention charge |
| e) Contract specification | j) Allowance |

Q.2 Answer **ANY TWO** of the following: **(08)**

- a) What are the various ways of pricing a contract?
- b) Give eradication method for the following pests in the hotel.
 - i) Dry Rot
 - ii) Cockroaches
- c) Write a short note on:
 - ii) Performance Appraisal
 - ii) Stocktaking in Housekeeping

Q.3 Answer **ANY TWO** of the following: **(08)**

- a) What are the points to be considered while purchasing cleaning agents and linen?
- b) Write a short note on :
 - i) Types of Training
 - ii) Ikebana
- c) What are the various housekeeping expenses that Executive housekeeper needs to budget for?

Q.4 Answer **ANY TWO** of the following: **(08)**

- a) Differentiate between:
 - i) Rule of thumb and Hubbart's Formula
 - ii) ARR and DRR
- b) Explain the importance of forecasting.
- c) What are the credit control measures that have to be followed at the time of check – out?

Q.5 Answer **ANY FOUR** of the following: **(08)**

- a) How does forecasting help in Front office operations?
- b) List any Four pests each found in guestroom and kitchen.
- c) What is a "High Balance Report"?
- d) What is duty Roster?
- e) What is Rev PAR.

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