

B. Sc. (Hospitality & Hotel Administration) Sem – III (2010 Course) :
SUMMER - 2019
SUBJECT: ROOMS DIVISION OPERATIONS -III

Day : Thursday
Date : 25/04/2019

S-2019-2498

Time: 02.00 PM To 04.00 PM
Max. Marks: 40.

N.B.:

- 1) All questions are **COMPULSORY**.
 - 2) Figures to the **RIGHT** indicate full marks.
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Q.1 Explain the following terms.(**ANY EIGHT**) **(08)**

- a) Selvedge
- b) Dry cleaning
- c) Discard Linen
- d) Suzie
- e) Weft
- f) Live Move
- g) GRC
- h) Express Check out
- i) Walk – Out
- j) FEMA

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

- a) Draw a layout of linen room and explain the planning of the same.
- b) Give the classification of fibres with examples.
- c) Explain various laundering equipments.

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

- a) Explain the activities in the linen room.
- b) List and explain fabrics used in hotel industry.
- c) How will you treat the following stains:
i) Blood ii) Mud iii) Tea iv)Rust

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

- a) Discuss the importance of soliciting guest comments and taking future reservation while handling guest at reception.
- b) Write a step by step procedure for settlement of guest account with “Bill to Company.”
- c) Discuss in detail the different methods of bill settlement.

Q.5 Answer any **TWO** of the following **(08)**

- a) Explain the Room change procedure in detail.
- b) Write a step by step procedure of check out of a foreigner guest.
- c) Explain Express Check out Procedure.