

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

SUMMER - 2019

SUBJECT: ROOMS DIVISION OPERATIONS-II

Day: Wednesday

Date: 10/04/2019

S-2019-2494

Time: 10.00 AM To 12.00 Noon

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)**

- | | |
|-------------------|---------------------|
| a) Dirty Dozen | f) No show |
| b) Deep cleaning | g) Retention charge |
| c) Tarnish | h) Lead Time |
| d) Dust ruffle | i) Sleep out |
| e) Block cleaning | j) CRS |

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

- a) Write in detail about computerized key.
- b) What are the responsibilities of the HK department in handling over under repair rooms to the maintenance department?
- c) Explain – spring cleaning procedure.

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

- a) Write standard operating procedure for turndown service.
- b) What are rules of the floor for the housekeeping staff?
- c) With the help of flow chart, explain lost and found procedure.

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

- a) What is upselling? What are the suggestions for selling guest room?
- b) Explain importance of reservation. What are the various types of reservation?
- c) Explain arrival procedure for FFIT.

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

- a) What is second service?
- b) List and explain various types of keys.
- c) What is overbooking?
- d) What is importance of reservation?
- e) Explain any two types of registration.

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