

Day: Friday  
Date: 12/04/2019

Time: 10.00 AM To 12.30 PM  
Max. Marks: 60

**S-2019-2414**

**N.B:**

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.
- 3) Answers to the both sections should be in **SEPARATE** answer books.

**SECTION – I**

**Q. 1** Explain the following terms(ANY 12): **(06)**

- |                          |                         |
|--------------------------|-------------------------|
| <b>i)</b> Antichlor      | <b>ix)</b> OPL          |
| <b>ii)</b> Dirty Dozen   | <b>x)</b> Contract      |
| <b>iii)</b> Light Linen  | <b>xi)</b> Yarn         |
| <b>iv)</b> Laundromat    | <b>xii)</b> Vestibule   |
| <b>v)</b> U/R            | <b>xiii)</b> Flax       |
| <b>vi)</b> Gate Pass     | <b>xiv)</b> Sericulture |
| <b>vii)</b> Cutting Down | <b>xv)</b> DND          |
| <b>viii)</b> Log Book    | <b>xvi)</b> Suzie       |

**Q. 2** Attempt **ANY THREE** the following : **(12)**

- a) Give step by step procedure of guest in house laundry in a five star hotel.
- b) List advantages and disadvantages of contract cleaning.
- c) Draw a layout of linen room in a large hotel and list various activities carried out in a linen room.
- d) List and explain various records maintained at control desk.

**Q.3** Attempt **ANY THREE** the following: **(12)**

- a) Differentiate between -
  - i)** Vegetable and Animal Fiber
  - ii)** Natural and Manmade Fiber
- b) Give stain removal agent and procedure for the following
  - i)** Lipstick
  - ii)** Rust
  - iii)** Coffee
  - iv)** Mud
- c) Why is supervision important in Housekeeping department? List down general duties of a supervisor.
- d) List down various types of keys used in hotels and explain functions of each in detail.

**P.T.O.**

**SECTION – II**

**Q. 4** Explain the following terms (ANY 12): **(06)**

- |                         |                          |
|-------------------------|--------------------------|
| <b>i)</b> Allowance     | <b>ix)</b> Folio         |
| <b>ii)</b> FEMA         | <b>x)</b> Sleep Out      |
| <b>iii)</b> Late Charge | <b>xi)</b> BTC           |
| <b>iv)</b> Passport     | <b>xii)</b> Cut Off Time |
| <b>v)</b> VPO           | <b>xiii)</b> GRC         |
| <b>vi)</b> Float        | <b>xiv)</b> House Count  |
| <b>vii)</b> Crew        | <b>xv)</b> Blacklist     |
| <b>viii)</b> Overstay   | <b>xvi)</b> Walk in      |

**Q. 5** Attempt ANY THREE the following : **(12)**

- a) Define VISA and explain any four types of visa.
- b) Give duties and responsibilities of GRE.
- c) Write a short note on Departure Notification Slip and Departure Errand Card.
- d) Give step by step procedure for room change.

**Q.6** Attempt ANY THREE the following: **(12)**

- a) Elaborate on Front office accounting cycle and its importance.
- b) Write step by step procedure of guest departure with mode of payment as foreign currency.
- c) Explain the various credit control measures taken during departure and after departure.
- d) As a front of associate how will you handle below situations :
  - i) Drunken guest in the lobby
  - ii) Fire in the hotel.

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