

B. SC. (HOSPITALITY & HOTEL ADMINISTRATION) SEM – IV
2010 COURSE) : SUMMER - 2018
SUBJECT: ROOMS DIVISION MANAGEMENT

Day: **Friday**
Date: **13/04/2018**

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

S-2018-2187

N.B.

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.

SECTION – I

Q.1 Attempt any **EIGHT** of the following **(04)**

- | | |
|----------------------|------------------------|
| a) Outsourcing | f) Pest |
| b) Store Requisition | g) Refreshers Training |
| c) Kenzan | h) Perpetual Inventory |
| d) Capital Budget | i) Duty Roster |
| e) Fumigation | j) Buddy System |

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

- a) Give the eradication process for the following pest in the hotel
 - i) Rodents
 - ii) Mosquitoes
- b) Write a short note on
 - i) Ikebana
 - ii) Types of Training
- c) Write advantages and disadvantages of Contract cleaning. List various activities given on contract in housekeeping department.

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

- a) Write principles of flower arrangements.
- b) Explain various methods of pricing Contract.
- c) Explain various Housekeeping expenses Executive Housekeeper needs to budget.

SECTION – II

Q.4 Attempt any **EIGHT** of the following **(04)**

- | | |
|---------------------------|------------------------|
| a) 3day forecast | f) Understay |
| b) Rule of Thumb Approach | g) CVGR |
| c) House count | h) Allowance |
| d) Forecasting | i) High balance report |
| e) Rev Par | j) DRR |
- (08)**

Q.5 Answer any **TWO** of the following

- a) Differentiate Between
 - i) VPO and Allowance
 - ii) House Limit and Floor Limit
- b) What are the objectives of credit control?
- c) What is forecasting? Explain useful data required for forecasting room availability

Q.6 Answer any **TWO** of the following **(08)**

- a) Explain the role of the night auditor.
- b) Explain front office accounting cycle of guest stay.
- c) Give the formula for
 - i) ARR
 - ii) No Show %
 - iii) Double occupancy %
 - iv) Yield Management %

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