

**B.H.M.C.T. SEM-I (CBCS 2016 COURSE) / B.SC. (HOSPITALITY
& HOTEL ADMINISTRATION)(CBCS 2016 COURSE SEM-I
: SUMMER - 2018**

SUBJECT: ROOMS DIVISION OPERATIONS – I

Day: **Monday**
Date: **23/04/2018**

S-2018-2114

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

N.B

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

SECTION - I

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

- | | |
|-------------------------|------------------------|
| i) Queen bed | ix) Deep cleaning |
| ii) Drugget | x) Inventory |
| iii) Mitre | xi) Aerosols |
| iv) Second service | xii) Linen chute |
| v) Lint | xiii) Dustette |
| vi) Buffing | xiv) Jewelers rouge |
| vii) U/R | xv) Maids service room |
| viii) Back of the house | xvi) Duvet |

Q.2 Attempt any **THREE** out of the following **(12)**

- i) Identify with the help of layout the various sections of the housekeeping department. Explain the function of the Linen & uniform room and florist room.
- ii)
 - a) Classify cleaning equipment's and agents with 2 examples of each.
 - b) Give the use and care of each of the above with purchase specifications.
- iii) Draw an organization short for the housekeeping department of a large hotel. Prepare a job description and specification for a GRA.
- iv) Explain the role of the housekeeping department in ensuring guest satisfaction and repeat business

Q.3 Attempt any **THREE** out of the following **(12)**

- i) Explain the coordination of the house keeping department with all other departments in brief.
- ii) What are the -
 - a) Rules of the floor
 - b) Areas of housekeeping responsibility in a hotel
- iii) Explain the spring cleaning routine of public areas in a hotel.
- iv) What is a daily cleaning routine of the occupied rooms in a hotel?

SECTION - II

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

- | | |
|---------------------|------------------------------|
| i) Retention charge | ix) Paging |
| ii) Walk out | x) Skipper |
| iii) CP | xi) Left luggage |
| iv) GDS | xii) EPABX |
| v) CRS | xiii) Occupancy Report |
| vi) CVGR | xiv) Room status discrepancy |
| vii) Wait list | xv) Guaranteed booking |
| viii) No-show | xvi) Check out |

P.T.O.

- Q.5** Attempt any **THREE** out of the following. (12)
- i) Give the classification of different types of hotels on the basis of various criteria.
 - ii) Draw an organization chart of the Front office department of a large hotel. Explain the duties and responsibilities of a Bell captain.
 - iii) What are the Pre-arrival and arrival procedures for a VVIP guest?
 - iv) Explain the importance and procedure for – a) Reservation
b) Registration

- Q.6** Attempt any **THREE** out of the following. (12)
- i) Explain the procedure for guest arrival and departure at the Bell desk. How is Left luggage handled?
 - ii) a) What is overbooking? How is the situation handled?
b) What are the records used in reservations and registration?
 - iii) a) List the different sources and modes of reservation.
b) What is – 1) Forecasting 2) Valet service
 - iv) a) What are the different types of - room rates and bases of charging in a hotel?
b) Explain the Pre-arrival procedure for a Group.

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