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

Day : **Monday** **S-2018-2175** Time : **10.00 AM To 12.00 Noon**
Date : **23/04/2018** Max. Marks : 40

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

Q.1 Answer **ANY EIGHT** of the following: **[08]**

a) EPNS
b) Floor pantry
c) Chamois
d) Duvet
e) Dutch wife
f) Motel
g) Skipper
h) No show
i) Rack rate
j) Scanty baggage

Q.2 Answer **ANY FOUR** of the following: **[08]**

a) Draw layout of housekeeping department in hotel.
b) Give use, care and maintenance of:
i) Squeegee **ii)** Vaccum cleaner
c) Write job description of GRA.
d) Classify cleaning equipments with two examples each.
e) What are the areas of housekeeping responsibility in hotel?
f) Explain any four essential attributes of housekeeping staff.

Q.3 Answer **ANY TWO** of the following: **[08]**

a) Explain the following types of cloth:
i) Druggets **ii)** Chamois **iii)** Swabs **iv)** Mitts.
b) Draw the organizational chart of housekeeping department in large hotel.
c) Give the selection criteria for cleaning agents.

Q.4 Answer **ANY FOUR** of the following: **[08]**

a) Explain the following:
i) En pension **ii)** MAP.
b) Draw organizational chart of front office department in medium hotel.
c) Discuss the importance of co-ordination of front office with:
i) Housekeeping **ii)** Kitchen.
d) Explain the following:
i) Corporate rate **ii)** Family rate
iii) Group rate **iv)** Crew rate
e) Write four duties of front office cashier.
f) What are different basis of charging room tariff?

Q.5 Answer **ANY TWO** of the following: **[08]**

a) Write job description of front office assistant.
b) Classify and explain hotels on basis of:
i) Location **ii)** Theme.
c) Explain guest departure procedure at bell desk.

* * * *