

B.H.M.C.T. SEM-II (CBCS 2016 COURSE) / B.SC.
(HOSPITALITY & HOTEL ADMINISTRATION)
SEM-II (CBCS 2016 COURSE) : SUMMER - 2018
SUBJECT : ROOMS DIVISION OPERATIONS – II

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

S-2018-2119

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 book.

SECTION – I

Q.1 Attempt the following terms **ANY TWELVE:** **(06)**

- | | |
|--------------------------|----------------------|
| 1) Grand Master Key | 9) Hydro extractor |
| 2) Sericulture | 10) Tensile strength |
| 3) Tumble Drying | 11) Thread count |
| 4) Weft | 12) Darning |
| 5) OPL | 13) Soft furnishings |
| 6) Scheduled maintenance | 14) Vestibule |
| 7) SOP | 15) Dirty dozen |
| 8) Parstock | 16) Tarnish |

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

- a) What is the role of a supervisor in the functioning of a housekeeping department?
- b) Explain the lost-and-found procedure with formats.
- c) Write the process of dry cleaning of linen in brief.
- d) Write a note on :
 - i) Discard management
 - ii) Importance of par stock

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

- a) List and explain any four fabric finishes.
- b) Define contract and explain pricing of contracts.
- c) Write a note on:
 - i) Stain removal
 - ii) Laundry Valet Service
- d) Discuss the selection criteria for purchase of linen in hotels.

P.T.O.

SECTION – II

Q.4 Attempt the following terms **ANY TWELVE:** **(06)**

- | | |
|--------------------|----------------------------|
| 1) Petty Cash | 9) City ledger |
| 2) Floor limit | 10) Retention charge |
| 3) Walking a guest | 11) Debit card |
| 4) Passport | 12) Departure notification |
| 5) Occupancy | 13) BTC |
| 6) Transient guest | 14) C Form |
| 7) Sleep out | 15) FEEC |
| 8) Under stay | 16) Allowance |

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

- a) Explain the procedure of allotment and surrendering of safe deposit lockers.
- b) Explain the guest departure procedure.
- c) Explain the various credit control measures during occupancy
- d) Write a note on :
 - i) Guest history card
 - ii) Travellers cheque

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

- a) What points should be considered while accepting a credit card.
- b) Explain various types of vouchers maintained at front desk.
- c) Explain role and functions of hospitality desk
- d) Explain various types of complaints

* * *