

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

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

S-2018-2179

Time: **10.00 AM To 12.00 Noon**
Max. Marks: 40

N.B.:

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

Q.1 Explain eight of the following: **(08)**

- | | |
|------------------------------|------------------------------|
| i) Tarnish | vi) CRS |
| ii) Deep cleaning | vii) Wait listed Reservation |
| iii) Log Book | viii) C Form |
| iv) Briefing | ix) Suggestive selling |
| v) Room Inspection Checklist | x) GHC |

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

- a) Explain the daily, weekly, and spring cleaning of a hotel lobby.
- b) Discuss the procedure for cleaning an occupied room.
- c) Explain in brief the 'Importance of Supervision in House Keeping Department.

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

- a) List and explain any four records maintained at House Keeping Control Desk.
- b) Write a short note on:
 - i) Key control measures at control desk
 - ii) USP
- c) Discuss the importance of Reservation in hotels. Draw the format of 'Reservation Slip/form.

Q.4 Answer **ANY TWO** of the following: **(08)**

- a) Discuss the procedure for taking reservation for room in a hotel.
- b) Explain the procedure for check in of FFIT.
- c) Discuss any four sales tools used by front office staff to maximize occupancy.

Q.5 Answer **ANY FOUR** of the following: **(08)**

- a) Discuss the cleaning of 'Floor corridor' in a hotel.
- b) Enlist different types of keys maintained at control desk.
- c) What is Dirty Dozen?
- d) What is Forecasting? How is it useful for hotel?
- e) Which are the various pre-arrival activities carried out of the time of guest check-in.
- f) What is a Rooming List?

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