

**B. SC. (HOSPITALITY & HOTEL ADMINISTRATION) SEM – III
(2010 COURSE) : SUMMER - 2018**

SUBJECT: ROOMS DIVISION OPERATIONS-III

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

S-2018-2183

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

N.B:

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

SECTION-I

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

- | | |
|-----------------|------------------------|
| a) Warp | f) Yarn |
| b) Cutting down | g) Twill Weave |
| c) Par stock | h) Condemned linen |
| d) Suzie | i) Perpetual inventory |
| e) Selvedge | j) Darning |

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

- a) Write a short note on:
 - i) Discard management
 - ii) Uses of fabrics in hotel
- b) What points should be kept in mind while designing uniforms for staff in hotel.
- c) Distinguish between vegetable fibres and animal fibres.

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

- a) Discuss the procedure for guest laundry in hotel.
- b) Classify fibres with examples.
- c) Draw layout and discuss the planning of linen room.

SECTION-II

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

- | | |
|----------------|----------------|
| a) Live move | f) Float |
| b) Late charge | g) Allowance |
| c) Hot list | h) FEMA |
| d) CVGR | i) Floor limit |
| e) Guest folio | j) House limit |

Q.5 Answer any **TWO** of the following: **(08)**

- a) Summarize front office duties at the time of check out.
- b) Explain the procedure for settlement of guest bill by credit card.
- c) Write a short note on:
 - i) Express checkout
 - ii) Functions of hospitality desk

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

- a) As a front office assistant how will you help to create a good lasting impression?
- b) Explain step by step procedure for guest settling bill by foreign currency.
- c) Explain various types of VISA.

* * *