

**B. SC. (HOSPITALITY & HOTEL ADMINISTRATION) SEM –
II 2010 COURSE) : WINTER - 2017**

SUBJECT: ROOMS DIVISION OPERATIONS – II

Day : **Saturday**
Date : **25/11/2017**

Time : **08.30 AM TO 10.30 AM**
Max. Marks : 40

W-2017-1489

N.B.:

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

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- Q.1** Answer **ANY EIGHT** of the following: **[08]**
- | | |
|--------------------------|---------------------------|
| a) Grand master key | f) CRS |
| b) Log Book | g) USP |
| c) Baby sitting register | h) Minus position |
| d) Powder Room | i) Guaranteed reservation |
| e) Deep cleaning | j) Forecasting |
- Q.2** Answer **ANY TWO** of the following: **[08]**
- a) How are departure Rooms cleaned by Housekeeping staff?
 - b) Explain the spring cleaning procedure for guest room.
 - c) Write the step by step procedure for:
 - i) Evening service
 - ii) Weekly cleaning of swimming pool
- Q.3** Answer **ANY FOUR** of the following: **[08]**
- a) Explain the key control procedures to be followed by the control desk staff.
 - b) List the records maintained at the control desk.
 - c) What is Dirty Dozen?
 - d) How are Guest elevators cleaned?
 - e) What are computerized key cards? List the benefits.
- Q.4** Answer **ANY TWO** of the following: **[08]**
- a) Write the procedure for taking a room reservation.
 - b) Explain the arrival procedure for a FFIT guest.
 - c) Define Guaranteed Reservation and state the advantages.
- Q.5** Answer **ANY FOUR** of the following: **[08]**
- a) Explain any two sales tools used by front office staff to maximize sales.
 - b) What is the importance of Reservation?
 - c) Write a note on:
 - i) Density chart
 - ii) Conventional chart
 - d) Define 'Forecasting'. Why is it necessary to do forecasting?
 - e) Explain various modes and sources of reservation.

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