

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

SUBJECT: ROOMS DIVISION MANAGEMENT

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

Time: **12.30 PM TO 2.30 PM**
Max Marks. 40

W-2017-1497

N.B.

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

SECTION – I

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

- | | |
|------------------------|---------------------------|
| a) Duty roster | f) Pest |
| b) Perpetual inventory | g) Store Requisition |
| c) Kenzan | h) Fumigation |
| d) Ikebana | i) Mechanics |
| e) Outsourcing | j) Contract Specification |

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

- a) Write principles of flower arrangements.
- b) What are the points to be considered while purchasing cleaning agents and equipment's?
- c) What is contract cleaning? Write advantages and disadvantages of the same.

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

- a) Write the recruitment process for Housekeeping Staff.
- b) Give the eradication process for the following pest in the hotel
 - i) Rodents
 - ii) Cockroaches
- c) What is budget and explain various types of budget.

SECTION – II

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

- | | |
|----------------|------------------------|
| a) Curtailment | f) Floor limit |
| b) ARR | g) Walking a guest |
| c) House limit | h) Lead time |
| d) Z card | i) High balance report |
| e) Rack rate | j) DRR |
- (08)**

Q.5 Answer any **TWO** of the following

- a) Explain the role of the night auditor.
- b) What are the objectives of credit control?
- c) Explain front office accounting cycle of guest stay.

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

- a) Explain the various accounts maintained at front desk.
- b) What is forecasting? Explain useful data required for forecasting room availability.
- c) Explain various methods of establishing room rates.

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