

**B.H.M.C.T. SEM-I (CBCS 2016 COURSE) / B.SC.**  
**(HOSPITALITY & HOTEL ADMINISTRATION)(CBCS 2016**  
**COURSE SEM-I : WINTER - 2017**  
**SUBJECT : ROOMS DIVISION OPERATIONS – I**

Day : Friday  
Date : 17/11/2017

**W-2017-1430**

Time : 08.30 AM TO 11.00 AM  
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 books.

**SECTION – I**

**Q.1** Explain the following terms (Any 12) **(06)**

- |                |                  |                        |
|----------------|------------------|------------------------|
| i) Deodorizer  | ii) Disinfectant | iii) Tarnish           |
| iv) Drugget    | v) Castors       | vi) Murphy Bed         |
| vii) Bidet     | viii) Dutch wife | ix) Efficiency room    |
| x) Buffing     | xi) Wringer mop  | xii) Periodic cleaning |
| xiii) Credenza | xiv) Scrim       |                        |

**Q.2** Answer any **THREE** of the following: **(12)**

- a) Briefly discuss the role of House-Keeping department in the Hotel in ensuring repeat business.
- b) Draw a neat layout of the House Keeping Department of a Floor pantry in a five star hotel.
- c) State and explain any eight essential attributes of a House Keeping personnel.
- d) How are cleaning equipment stored? List any four selection criteria for the same.

**Q.3** Answer any **THREE** of the following: **(12)**

- a) Classify cleaning agents and equipment's with examples. State the use and care of any four.
- b) State the interdepartmental co-ordination of House-Keeping with Engineering and Purchase department.
- c)
  - i) List any four rules of the floors for the House keeping staff.
  - ii) Explain daily cleaning procedure for Elevators and Lobby
- d) State the standard operating procedure for cleaning of an occupied room in the hotel.

**SECTION – II**

**Q.4** Explain the following terms (Any 12) **(06)**

- |           |                       |                   |                  |
|-----------|-----------------------|-------------------|------------------|
| i) Cabana | ii) Under stay        | iii) Ecotel       | iv) Concierge    |
| v) Duplex | vi) NB                | vii) Left Luggage | viii) Skipper    |
| ix) Motel | x) CP                 | xi) Paging        | xii) Errand card |
| xiii) ALC | xiv) Retention charge |                   |                  |

**Q.5** Answer any **THREE** of the following: **(12)**

- a) State and explain Hotels based on Themes.
- b) State duties and responsibilities of :
  - i) Front Office Manager
  - ii) GRE
- c) Explain the following rates:
  - i) CVGR
  - ii) Group rate
  - iii) Corporate rate
  - iv) FIT rate
- d) State the standard operating procedure for Guest arrival and departure at Bell Desk.

**Q.6** Answer any **THREE** of the following: **(12)**

- a) State and explain the check-in procedure for a reserved guest.
- b) Draw an organizational chart of a Front office department of a medium size business hotel.
- c) Explain in brief any four types of reservation.
- d)
  - i) List and explain briefly any two records used in reservations.
  - ii) Explain the following types of rooms:
    - a) Hospitality Suite
    - b) Pent House