

Total No. of Questions—6]

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[5172]-23

B.Sc. (Hospitality Studies) (Second Semester)

EXAMINATION, 2017

203 : ROOMS DIVISION SERVICES

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Solve any *two* questions from each Section.

(ii) Assume suitable data wherever necessary.

(iii) Draw formats wherever necessary.

SECTION I

1. (a) Describe in brief work routine for floor supervisor. [4]
(b) Explain the cleaning procedure for a departure room. [4]
(c) List various records maintained at control desk. [2]
2. (a) Explain lost and found procedure followed for guest articles. [4]
(b) Write short notes on : [6]
(i) Computerized key card
(ii) Second service.
3. (a) Explain spring cleaning procedure for a restaurant. [5]
(b) Explain the following terms (any *five*) : [5]
(i) Grand-master key
(ii) Dirty Dozen
(iii) Duplex
(iv) Weekly Cleaning
(v) Turn-down Service
(vi) Inter-connecting room.

P.T.O.

SECTION II

4. (a) Draw density chart. State its advantages and disadvantages. [5]
(b) Explain different types of registration. [3]
(c) Explain the criteria for taking advance for a walk-in guest. [2]
5. (a) Discuss various tasks performed at bell desk during guest check-out. [4]
(b) State pre-arrival procedure for a group. [3]
(c) Write a short note on Travels Cheque. [3]
6. (a) Explain with format, procedure for a room change. [4]
(b) Explain the following terms (any *six*) : [6]
 - (i) CIP
 - (ii) Express Check-out
 - (iii) SB
 - (iv) Sleeper
 - (v) FCEC
 - (vi) Notification
 - (vii) Overbooking.