

Total No. of Questions—6]

[Total No. of Printed Pages—3

Seat No.	
-------------	--

[5372]-13

B.Sc. (Hospitality Studies) (I Sem.) EXAMINATION, 2018

103 : BASIC ROOMS DIVISION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Attempt any *two* questions from each section.

(ii) Attempt both sections in same answer-sheet.

(iii) Draw neat diagrams wherever necessary.

SECTION I

1. Explain the following terms (any *ten*) : [10]

- (a) Squeegee
- (b) Suite room
- (c) Scrim
- (d) Brasso
- (e) Scrubbing machine
- (f) Job description
- (g) Swab
- (h) Lanai
- (i) “V”
- (j) Detergents
- (k) HRD.

2. (a) List down any *five* amenities of each standard room and VIP room. [5]

(b) Give the classification of cleaning equipments. [5]

P.T.O.

3. (a) Draw the layout of Housekeeping department and explain any *two* sections. [3+2]
- (b) Write short notes on (any *two*) : [5]
- (i) Repeat business
- (ii) Coordination of housekeeping with other departments
- (iii) Care and storage and cleaning agents.

SECTION II

4. Explain the following terms (any *ten*) : [10]
- (a) Motels
- (b) G.I.T.
- (c) En-pension
- (d) Studio room
- (e) Imprinter
- (f) Paging
- (g) Rack rate
- (h) Checkout
- (i) HWC
- (j) Complimentary
- (k) Manual key.
5. Write short notes on (any *four*) : [10]
- (i) Types of room rates
- (ii) Paging
- (iii) Automated front office equipments
- (iv) Sections of front office
- (v) Key control.

- 6.** *(a)* Draw the Hierarchy of front office department—Large Hotel. [5]
- (b)* Explain the following : [5]
- (i)* Duties of front Office Manager
- (ii)* Attributes of front office personnel.