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[5272]-13

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

EXAMINATION, 2017

103 : BASIC ROOMS DIVISION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

- N.B. :-** (i) Attempt any *two* questions from each section.
(ii) *All* questions carry equal marks.
(iii) Draw neat diagrams/charts wherever necessary.

SECTION-I

1. Explain the following terms (any *ten*) : [10]
- (1) Maids Room
 - (2) Wet mop
 - (3) OOO
 - (4) Glass cleaner
 - (5) Lanai
 - (6) Job Specification
 - (7) Efficiency Room
 - (8) Business Kit
 - (9) GRA
 - (10) Florist room
 - (11) Crinkle sheet.

P.T.O.

2. (a) Draw layout of housekeeping department and explain any *two* sections of department. [5]
- (b) How are cleaning agents classified ? Justify in brief with suitable examples. [5]
3. (a) How does housekeeping department coordinate with Front office and Engineering department ? [5]
- (b) Write short notes on (any *two*) : [5]
- (1) Job Description
 - (2) Guest Satisfaction
 - (3) Manual Equipments.

SECTION-II

4. Explain the following terms (any *ten*) : [10]
- (1) Black list
 - (2) Group rate
 - (3) MAP
 - (4) Floatel
 - (5) Paging
 - (6) Master key
 - (7) Departure
 - (8) Hotel
 - (9) Due out
 - (10) Cabana
 - (11) FIT.

- 5.** (a) Draw and explain organizational chart of Front office department for 5 star hotel. [5]
(b) What are the rules of the house for Front office staff ? [5]
- 6.** (a) How is the mail handled for past and future guest ? [5]
(b) Write short notes on (any *two*) : [5]
(1) Bell desk activities
(2) Equipments used at Front office
(3) Food Plans.