

Total No. of Questions—10]

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Seat No.	
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[5220]-13

B.Sc. (Hospitality Studies) (First Year) EXAMINATION, 2017

HS-103 : ROOMS DIVISION TECHNIQUES

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

- N.B. :—** (i) Both the sections to be attempted in the same answer-sheet.
(ii) Q. No. 1 and Q. No. 6 are compulsory.
(iii) Out of remaining questions attempt any *three* questions from each section.

Section-I

- 1.** Define the following terms (any *five*) : [10]
- (i) GRA
 - (ii) DND
 - (iii) Pent House
 - (iv) Grandmaster key
 - (v) Weekly cleaning
 - (vi) Front areas.
- 2.** (a) Explain the procedure for daily cleaning of a VIP room. [5]
(b) What points need to be considered when selecting cleaning agents ? [5]

P.T.O.

3. (a) Draw the layout of housekeeping department and explain any *two* sections of it. [5]
- (b) What are the different functions performed by control desk in a hotel ? [5]
4. (a) Write short notes on (any *two*) : [5]
- (i) Dirty Dozen
- (ii) Job Description
- (iii) Second Service.
- (b) Explain the spring cleaning procedure for the Lobby. [5]
5. (a) Enlist the amenities and facilities provided for standard room. [5]
- (b) Draw the following formats : [5]
- (i) Lost and Found slip
- (ii) Key control register.

Section-II

6. Define the following terms (any *five*) : [10]
- (i) Crew rate
- (ii) Concierge
- (iii) Late checkout
- (iv) Safe deposit
- (v) Motel
- (vi) Overbooking.

7. (a) Draw the organization chart of the front office department of a 5 star hotel. [5]
- (b) What rules front office staff has to following while working at reception ? [5]
8. (a) Explain various tasks performed at the bell desk. [5]
- (b) Write step by step procedure of arrival of a FIT guest with confirmed reservation. [5]
9. (a) Write short notes on (any *two*) : [5]
- (i) Types of registration
- (ii) Precautions for handling credit cards
- (iii) Attributes of front office staff.
- (b) Explain in brief any *five* types of room rates offered in the hotel. [5]
10. (a) Explain importance of key control at the reception. [5]
- (b) Draw the following formats : [5]
- (i) Conventional chart
- (ii) Reservation form.