

Total No. of Questions—10]

[Total No. of Printed Pages—3

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

[5320]-13

B.Sc. (Hospitality Studies) (First Year) EXAMINATION, 2018

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 questions.
 - (iii) Out of the remaining questions, attempt any *three* questions from each section.

Section I

1. Define the following terms (any *five*) : [10]
- (a) Cabana
 - (b) DL
 - (c) Front of the house areas
 - (d) Johnny Mop
 - (e) Weekly Cleaning
 - (f) Crib bed
2. (A) Classify the 'cleaning equipments'. [05]
- (B) Explain the Job description of Executive Housekeeper. [05]

P.T.O.

3. (A) Explain the co-ordination of Housekeeping department with : [05]
- (1) Security department
 - (2) Food and Beverage service department
- (B) Draw an 'Organisation structure' of Housekeeping department of Large Hotel. [05]
4. (A) Explain the cleaning procedure of Vacant Room. [05]
- (B) List down the 'Work routine' for Floor supervisor. [05]
5. (A) Write short notes on (any *two*) : [05]
- (1) Storage criteria for Cleaning Agents
 - (2) Second service
 - (3) Importance of Control Desk
- (B) Explain the control procedure for different types of keys. [05]

Section II

6. Define the following terms (any *five*) : [10]
- (1) CIP
 - (2) Duplex
 - (3) Sleep out
 - (4) Motel
 - (5) Paging
 - (6) VPO

7. (A) Define 'Hotel' and explain the classification of Hotel on the basis of 'size'. [05]
(B) List down 5 manual and 5 automated equipments used on Front Desk. [05]
8. (A) Explain the various types of 'Room Rates'. [05]
(B) Describe the procedure for VIP arrival. [05]
9. (A) Draw and explain the following formats : [05]
(1) Density chart
(2) Message slip
(B) Explain 'Safe Deposit' Procedure. [05]
10. (A) Write short notes on (any *two*) : [05]
(1) Overbooking
(2) Role of Bell Desk
(3) Departure notification
(B) Explain the procedure for 'Room Change'. [05]