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[5272]-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) Explain general principles of cleaning. [4]  
(b) Discuss the importance of key control in H.K. department. [4]  
(c) List various public areas to be maintained by H.K. department. [2]
2. (a) Write the daily cleaning procedure for a VIP rooms. [4]  
(b) Write short notes on (any *two*) : [6]  
(i) Dirty dozen  
(ii) Evening service  
(iii) Rules of the floor
3. (a) Discuss various functions performed at control desk. [5]

P.T.O.

- (b) Explain the following terms : [5]
- (i) Cabana
  - (ii) Lost and found
  - (iii) Work card
  - (iv) Hand caddy
  - (v) DL

### Section-II

4. (a) Explain the following terms (any *five*) : [5]
- (i) FIT
  - (ii) Skipper
  - (iii) No show
  - (iv) GHC
  - (v) BTC
  - (vi) Walk-in
- (b) Discuss various modes and sources of reservation. [5]
5. (a) Explain the safe deposit procedure for guest belongings. [5]
- (b) Explain pre-arrival procedure for a VIP guest. [3]
- (c) Write the procedure for credit card handling at front desk. [2]
6. (a) Explain procedure for rooming a guest. [4]
- (b) Draw and explain 'C' form. [4]
- (c) Write a short note on Express check-out. [2]