

Total No. of Questions : 6]

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B. Sc. (Hospitality Studies) (Semester - II) Examination - 2010

ROOMS DIVISION SERVICES

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Solve **any two** questions from each section.
- (2) All questions carry equal marks.
- (3) Assume suitable data wherever necessary.

SECTION - I

- Q.1) (A)** Explain the following terms : (Any Five) **[05]**
- (a) UR
 - (b) Hand Caddy
 - (c) Suite
 - (d) Daily Cleaning
 - (e) DND
 - (f) Houseman
- (B) Explain procedure for daily cleaning of Banquet Hall. **[05]**
- Q.2) (A)** Explain Spring Cleaning Procedure for a Suite. **[05]**
- (B) Explain various records maintained at the Control Desk. **[05]**

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- Q.3)** Write short notes : **[10]**
- (a) Second Service
 - (b) Rules of the Floor
 - (c) Key Card
 - (d) Lost and Found Register

SECTION - II

- Q.4)** (A) Explain the following terms : **[05]**
- (a) SB
 - (b) Down Town Hotel
 - (c) Plus Position
 - (d) VIP
 - (e) Cancellation
- (B) Explain procedure followed for arrival of a Group. **[05]**
- Q.5)** (A) Explain Conventional Chart with format. **[05]**
- (B) What is Express Check-out ? **[05]**
- Q.6)** (A) What precautions you should take while handling a Traveller's Cheque ? **[05]**
- (B) Write short notes : **[05]**
- (a) Pre-arrival Procedure for FIT
 - (b) Safe Deposit Procedure
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