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

ROOMS DIVISION SERVICES

(New 2008 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) Bedding
- (b) Crib
- (c) Adjoining Room
- (d) Hand Caddy
- (e) O.O.O.
- (f) Monogramming

(B) Explain Role of the Control Desk in the Housekeeping Department and write down the records maintained. [05]

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P.T.O.

- Q.2)** (A) Explain Daily Cleaning Procedure of a Departure Room. [05]
(B) A GRA has found some documents in a Departure Room. What is the procedure to be followed by him ? [03]
(C) Write down any four rules to be followed by the Staff while on the Guest Floor. [02]
- Q.3)** (A) Write short notes : (Any Two) [05]
(a) Second Service
(b) Key Card
(c) Checklist for Supervision
(B) Explain Spring Cleaning Procedure for Banquet Hall. [05]

SECTION - II

- Q.4)** (A) Explain the following terms : (Any Five) [05]
(a) GIT
(b) Express Check-out
(c) SB
(d) Over Booking
(e) Downtown Hotel
(f) CP
(B) Explain Procedure for Ammendments made at the Front Office. [05]
- Q.5)** (A) Explain Pre-arrival Procedure for a VIP. [03]
(B) Differentiate between Traveller's Cheques and Personal Cheques. [03]
(C) Due to some personal/maintenance reasons, a guest requests a room change. Explain procedure with a relevant format. [04]

Q.6) (A) Draw formats for the following : [05]

- (a) Conventional Chart
- (b) Encashment Certificate

(B) Write short notes : [05]

- (a) Late Check-out
- (b) Safety Deposit

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