

GUJARAT TECHNOLOGICAL UNIVERSITY**BHMCT - SEMESTER- VI EXAMINATION – SUMMER 2024****Subject Code: 163302****Date:16-05-2024****Subject Name: Room Division Management - I****Time:10:30 AM TO 01:00 PM****Total Marks:70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.
4. Simple and non-programmable scientific calculators are allowed.

- Q.1** (a) What is concierge? **03**
(b) Outline the duties and responsibilities of bell boy. **04**
(c) Draw an organizational chart of room division department of five star hotels. **07**
- Q.2** (a) Define Ecotels. **03**
(b) What are the different resources available for ecotourism in India? **04**
(c) Write short notes on advantage of green certification. **07**
- OR**
- (c) Write about the popular ecotourism destinations in India. **07**
- Q.3** (a) Define Rev PAR. **03**
(b) Differentiate between yield and revenue. **04**
(c) Discuss the different tactics used during high and low demand. **07**
- OR**
- Q.3** (a) What is stain removal? **03**
(b) What are the uses of cleaning agents in a hotel? **04**
(c) Explain different types of rooms used in a hotel? **07**
- Q.4** (a) Define the term weft, warp and selvage. **03**
(b) Explain different floors. **04**
(c) Describe the element of interior design in brief. **07**
- OR**
- Q.4** (a) What is time sharing accommodation? **03**
(b) Explain the role of lighting in interior designing. **04**
(c) Write down the advantage of carpet and write the procedures of care of carpets. **07**
- Q.5** (a) Explain lost and found section. **03**
(b) What are features of good linen room? **04**
(c) Discuss the different pest control techniques used in hotel. **07**

OR

- Q.5** (a) Write down different registers maintain in housekeeping department. **03**
(b) Explain the functions of laundry machine. **04**
(c) Discuss different types of laundry used in hotel. **07**
