

GUJARAT TECHNOLOGICAL UNIVERSITY**BHMCT - SEMESTER- VII EXAMINATION – WINTER 2019****Subject Code: 173303****Date: 16/11/2019****Subject Name: Room Division Management - II****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.

		MARKS
Q.1	(a) In-house Security Vs Out Sourced Security	03
	(b) What is City Ledger? Explain its requirement and maintenance.	04
	(c) List out and explain types of Folios? Narrate Posting, Settlement and Zeroing.	07
Q.2	(a) Differentiate Sales and Marketing?	03
	(b) Up selling – Upgrading : elucidate	04
	(c) Detail explanation of Elements of Promotion Mix	07
OR		
	(c) What is SOP? Explain its importance and role in each department.	07
Q.3	(a) Explain Safety and security in terms of Guest.	03
	(b) Short Note on Emergency communication procedure.	04
	(c) Classify Hotel Law.	07
OR		
Q.3	(a) What is Induction and Orientation? Its importance	03
	(b) Short note on Room key security system.	04
	(c) Give detail account of fire safety procedure in five star hotels.	07
Q.4	(a) Explain Cross Training.	03
	(b) Draw and explain '4' styles of Flower arrangement.	04
	(c) List factors to be consider while planning and budgeting in housekeeping.	07
OR		
Q.4	(a) Draw Fire Triangle and explain.	03
	(b) Ikebana – its role in Interior Design	04
	(c) List ten potential hazards in housekeeping and ways to deal with them.	07
Q.5	(a) Differentiate between Room Amenities and Guest Amenities.	03
	(b) Explain in detail bed making procedure.	04
	(c) Elaborate First Aid procedure in hotel housekeeping department.	07
OR		
Q.5	(a) Explain different types of room services.	03
	(b) Describe mini bar operation in housekeeping department.	04
	(c) What are design principles for planning the layout of a guestroom in a hotel?	07
