Seat No.: _____   Enrolment No._____

GUJARAT TECHNOLOGICAL UNIVERSITY
BHMCT- SEMESTER–VI EXAMINATION – WINTER 2020

Subject Code:163302   **Date:22/01/2021**
Subject Name:Room Division Management - I
Time:02:00 PM TO 04:00 PM   **Total Marks: 56**
Instructions:
    1. **Attempt any FOUR questions out of EIGHT questions.**
    2. **Make suitable assumptions wherever necessary.**
    3. **Figures to the right indicate full marks.**

			MARKS
Q.1	(a)	Write a Short Note on Recruitment in rooms division of a hotel	03
	(b)	Outline the duties and responsibilities of key executives and department heads.	04
	(c)	Draw an organizational chart of the rooms division of a hotel.	07
Q.2	(a)	Explain Five globes of Ecotels.	03
	(b)	Explain in detail Classification Procedure of hotels.	04
	(c)	Explain the inter-department coordination of rooms division department.	07
Q.3	(a)	Write short note on Capacity Management?	03
	(b)	State the formula for calculating Rev PAR?	04
	(c)	What strategies will you adopt when room demand is low and high?	07
Q.4	(a)	Explain Room Rate Matrix?	03
	(b)	State the formula for calculating Yield?	04
	(c)	"Applying yield management improvises the co-ordination between front office and sales department". Justify.	07
Q.5	(a)	Short note on Granolithic and Terrazzo Floors	03
	(b)	What are the classic colour schemes? Explain with the help of a colour wheel.	04
	(c)	Draw a neat layout of housekeeping department and explain various functions of the department.	07
Q.6	(a)	Draw the layout of a linen room.	03
	(b)	What factors would you keep in mind while selecting carpets for the guest room of a 5-star hotel?	04
	(c)	What are the principles of design? Explain with reference to a hotel guest room.	07
Q.7	(a)	Explain in detail pest controlling process in hotels?	03
	(b)	Narrate the process of Lost and found and draw a neat format for L&F register.	04
	(c)	Explain in detail general principal of cleaning?	07
Q.8	(a)	Explain any three types of linen used in hotels?	03
	(b)	Describe the advantages of an On Premises Laundry over a commercial laundry.	04
	(c)	Give hierarchy of Large size housekeeping department. Give role of top three positions.	07

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