

GUJARAT TECHNOLOGICAL UNIVERSITY**BHMCT - SEMESTER-VI EXAMINATION – WINTER 2022****Subject Code:163302****Date:14-12-2022****Subject Name:Room Division Management - I****Time:02:30 PM TO 05:00 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.

	MARKS
Q.1 (a) Explain duties & responsibilities of Front Office Manager	03
(b) Explain the different strategies of yield management?	04
(c) Neatly draw the hierarchy of a Housekeeping Department (Five* Deluxe Hotel).	07
Q.2 (a) What is Eco Tourism Define and give any '3' names of Ecotels in India.	03
(b) What is Spring Cleaning?	04
(c) Differentiate Recruitment and Selection? List down the steps of Selection Procedure.	07
OR	
(c) Enlist energy conservation methods followed in hotels.	07
Q.3 (a) What is yield management?	03
(b) Classify Linen.	04
(c) Classify the hotel on the basis of Location, Star and Level of Services.	07
OR	
Q.3 (a) Explain OPL.	03
(b) Explain the inter-department coordination of room division department.	04
(c) What is Lost and found? Explain its procedure along with the format.	07
Q.4 (a) Write short note on Capacity Management?	03
(b) List out various equipment's and tools used in Housekeeping Department.	04
(c) Explain different Elements of Design.	07
OR	
Q.4 (a) Draw the layout of Housekeeping Department of a Five Star Hotel.	03
(b) What are Reduce, Reuse and Recycle?	04
(c) Explain the characteristics of Services.	07
Q.5 (a) Narrate Pest Control.	03
(b) List out various registers used in Housekeeping and its requirement.	04
(c) What is Green Certification explain its advantages?	07
OR	
Q.5 (a) Elucidate the trends that foster growth & employment in hotel industry	03
(b) Explain the role of Lighting in Interior designing.	04
(c) Define Tourism and enumerate the importance of Tourism with respect to the hotel industry.	07
