

**GUJARAT TECHNOLOGICAL UNIVERSITY****BHMCT - SEMESTER- VII EXAMINATION – WINTER 2023****Subject Code:173303****Date:06-12-2023****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.
4. Simple and non-programmable scientific calculators are allowed.

- Q.1** (a) Differentiate Induction and Orientation? **03**  
 (b) Write short note on Room Key Security System. **04**  
 (c) List factors to be consider while planning and budgeting in housekeeping. **07**
- Q.2** (a) Explain Personal Selling in detail. **03**  
 (b) Explain accounts receivable and payable – in terms of Front Office **04**  
 (c) Explain elements of Promotion Mix in detail. **07**
- OR**
- (c) List ten potential hazards in housekeeping and ways to deal with them. **07**
- Q.3** (a) Differentiate between In-house Security Vs. Out Sourced Security **03**  
 (b) Write short note on Emergency communication procedure. **04**  
 (c) Explain the hierarchy and draw the layout of horticulture department. **07**
- OR**
- Q.3** (a) What do you understand by the Term “Hotel Law” **03**  
 (b) Explain Upselling and Upgrading? **04**  
 (c) Draw and explain five styles of flower arrangement which are commonly used in star hotels. **07**
- Q.4** (a) Differentiate between Room Amenities and Guest Amenities. **03**  
 (b) What is SOP? Explain its importance and role in Front Office department. **04**  
 (c) What are design principles for planning the layout of a guestroom in a hotel? **07**
- OR**
- Q.4** (a) Explain Cross Training. **03**  
 (b) Differentiate amenity and Supplies? List out both. **04**  
 (c) Explain in detail bed making procedure. **07**
- Q.5** (a) What is Operating Budget? **03**  
 (b) Write short note on ‘dealing with the bomb threat’ by hotel security department. **04**  
 (c) List out and explain types of Folios? Narrate Posting and Settlement. **07**
- OR**
- Q.5** (a) Differentiate Sales and Marketing? **03**  
 (b) Describe mini bar operation in housekeeping department. **04**  
 (c) Explain five different types of Vouchers with their formats **07**

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