

GUJARAT TECHNOLOGICAL UNIVERSITY

BHMCT- SEMESTER-VI EXAMINATION – WINTER 2024

Subject Code:163302

Date:21-11-2024

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) How is the hotel classification system structured?	03
	(b) How is laundry operation managed, including guests' personal laundry?	04
	(c) What are the main products and characteristics of the hotel industry?	07
Q.2	(a) What are the primary duties of a Front Office Manager?	03
	(b) What techniques are used for pest control, including rodent and insect control?	04
	(c) What are the key aspects of recruitment for hotel management positions?	07
	OR	
	(c) Define ecotourism and describe its history.	07
Q.3	(a) What are Ecotels and what is their significance?	03
	(b) Describe the different types of fabrics and curtains commonly used.	04
	(c) What is the Green Palm Certification and what are its advantages?	07
	OR	
Q.3	(a) Differentiate between revenue management and yield management.	03
	(b) What is the significance of the Average Room Rate (ARR) in revenue management?	04
	(c) Explain the concept of the Revenue Per Available Room (RevPAR) index.	07
Q.4	(a) What is the importance of booking horizon in revenue management?	03
	(b) Explain the concept of period management in yield management.	04
	(c) Describe capacity management and its role in revenue management.	07
	OR	
Q.4	(a) What is the layout and essential equipment for a housekeeping department?	03
	(b) Describe the hierarchy and key duties within the housekeeping department.	04
	(c) What are the different types of rooms and bedding types used in hotels?	07
Q.5	(a) Discuss the types of cleaning agents and techniques for stain removal.	03
	(b) What are the standard guest supply items and amenities provided by housekeeping?	04
	(c) What methods are used for energy conservation in housekeeping?	07
	OR	
Q.5	(a) What are the fundamental elements of design in interior decoration?	03
	(b) Explain the various types of floor finishes and wall coverings used in hotels.	04
	(c) Compare wooden flooring with granolithic and terrazzo floors.	07
