

**GUJARAT TECHNOLOGICAL UNIVERSITY**

**BHMCT- SEMESTER-VII EXAMINATION – WINTER 2024**

**Subject Code:173303**

**Date:25-11-2024**

**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) What is folio? **03**  
(b) Differentiate between guest account and non-guest accounts. **04**  
(c) What are the book-keeping practices perform in front office? **07**
- Q.2** (a) What is sales promotion? **03**  
(b) Explain personal selling. **04**  
(c) What are the tools used for Promotion? **07**
- OR**
- (c) Differentiate between in-house security and contract security. **07**
- Q.3** (a) Define hotel law. **03**  
(b) What do you know about cross-training employees? **04**  
(c) Explain the emergency communication procedure in detail. **07**
- OR**
- Q.3** (a) Write the importance of security department in hotel **03**  
(b) What are the qualities required for hospitality professional? **04**  
(c) Explain different flower arrangement techniques used in hotels. **07**
- Q.4** (a) What is first aid? **03**  
(b) Write about the room amenities required in four star hotel. **04**  
(c) Explain the different types of fire and uses of fire extinguishers. **07**
- OR**
- Q.4** (a) What is room service? **03**  
(b) Write down the first aid procedure required for cardiac arrest. **04**  
(c) Explain in details about bed making procedures. **07**
- Q.5** (a) What is cabana room? **03**  
(b) Why horticulture is important in hotel? **04**  
(c) What is budgeting? What are the uses of budgeting in room division? **07**
- OR**
- Q.5** (a) Draw fire triangle and explain. **03**  
(b) Draw a layout of suit room of a hotel. **04**  
(c) What are the factors consider while planning and budgeting? **07**