

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY
BHMCT SEMESTER– 6 • EXAMINATION – SUMMER-2017

Subject Code: 163302

Date: 02/05/2017

Subject Name: Rooms Division Management-I

Time: 10.30AM to 01.00PM

Total Marks: 70

Instructions:

1. Attempt all questions. `
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) What are the basic Rooms promotion techniques used by front office **07**
(b) Write the job description of a Rooms division Manager **07**
- Q.2** (a) Write a note on cross training. **07**
(b) What do you mean by Standard Operating procedures? **07**
- OR**
- (b) Draw & explain the organization chart of Housekeeping department **07**
- Q.3** (a) List different tools & equipments used in horticulture? **07**
(b) What do you understand by layout? What are the Various layouts used by rooms division of the hotel. With an example. **07**
- OR**
- Q.3** (a) What are the types of budgets? **07**
(b) Write the qualities of a front office executive. **07**
- Q.4** (a) Write the various steps involved in creating a training program in hospitality.. **07**
(b) What are fire Drill & assembly points? Give illustrations to explain the same. **07**
- OR**
- Q.4** (a) Describe the attributes of housekeeping professional. **07**
(b) What do you mean by duty Roaster? Give a Performa explaining it. **07**
- Q.5** (a) What is the role of Control desk in Rooms department of the hotels? **07**
(b) What is Concierge service? **07**
- OR**
- Q.5** (a) Discuss the three major styles of Flower arrangements used in the hotel industry. **07**
(b) What are the advantages & disadvantages of in house security. **07**
