## **GUJARAT TECHNOLOGICAL UNIVERSITY** BHMCT- SEMESTER- VII • EXAMINATION – SUMMER 2015

	•	t Code:173303 Date:12/05/2015 t Name: ROOM DIVISION MANAGEMENT-II	Date:12/05/2015	
Time:02.30pm-05.00pm Total M				
<ol> <li>Instructions:         <ol> <li>Attempt all questions.</li> <li>Make suitable assumptions wherever necessary.</li> <li>Figures to the right indicate full marks.</li> </ol> </li> </ol>				
Q.1	(a) (b)	What are the common booking practices performed in front office What is the importance of standard operating procedure	07 07	
Q.2	(a) (b)	What do you mean by cross training? What are the duties and responsibilities of gardener	07 07	
	( <b>b</b> )	<b>OR</b> Draw the organization chart of security department	07	
	(b)	Draw the organization chart of security department	07	
Q.3	(a) (b)	What are the different tools used in horticulture? What are the supplies kept on vanity unit?	07 07	
OR				
Q.3	(a) (b)	Why budgeting is necessary? Why training an employees is necessary	07 07	
Q.4	(a)	Why training an employees is necessary	07	
	<b>(b</b> )	What is fire triangle? Give the chemistry of fire	07	
0.4		OR	07	
Q.4	(a) (b)	Give the names of any ten flowers used in flower arrangement Prepare the duty roaster for ten employees working in housekeeping department.	07 07	
Q.5	(a) (b)	What is the role of security department in hotels? What is turndown service?	07 07	
	. /	OR		
Q.5	<b>(a)</b>	What are the different shapes of flower arrangement	07	
	<b>(b)</b>	Give the advantages of in house security.	07	

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