

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**BHMCT- SEMESTER-7 EXAMINATION – WINTER - 2016**

**Subject Code: 173303****Date: 24/10/2016****Subject Name: Room Division Management-II****Time: 10:30AM – 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) In-house Security Vs Out Sourced Security **07**  
 (b) What is City Ledger? Explain its requirement and maintenance. **07**
- Q.2** (a) Accounts receivable and payable – in terms of Front Office **07**  
 (b) List out and explain types of Folios? Narrate Posting, Settlement and Zeroing. **07**
- OR**
- (b) What is SOP? Explain its importance and role in each department. **07**
- Q.3** (a) Differentiate Sales and Marketing? **07**  
 (b) Up selling – Upgrading : elucidate **07**
- OR**
- Q.3** (a) What is Induction and Orientation? Its importance **07**  
 (b) Explain Safety and security in terms of Guest. **07**
- Q.4** (a) Explain Cross Training. **07**  
 (b) Draw and explain '4' styles of Flower arrangement. **07**
- OR**
- Q.4** (a) Ikebana – its role in Interior Design **07**  
 (b) Draw Fire Triangle and explain **07**
- Q.5** (a) Explain Budgeting? Discuss Zero-Based Budgeting. **07**  
 (b) Differentiate amenity and Supplies? List out both. **07**
- OR**
- Q.5** (a) What is first Aid? List out things to kept in a First-Aid Box. **07**  
 (b) What is Operating Budget? **07**

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