Seat No.: _____ Enrolment No._____

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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