	Seat	Enrolment No	_
		GUJARAT TECHNOLOGICAL UNIVERSITY BE - SEMESTER-VII • EXAMINATION – WINTER • 2014	
	Sub	oject Code: 173303 Date: 03-12-2014	
	Sub	oject Name: Room Division Management - II	
		ne: 10:30 am - 01:00 pm Total Marks: 70	
	Inst	ructions:	
		 Attempt all questions. Make suitable assumptions wherever necessary. Figures to the right indicate full marks. 	
Q.1	(a) (b)	What are the common bookkeeping practices performed in front office Explain bed making procedure	07 07
Q.2	(a)	What are styles involves in flower arrangement	07
	(b)	What are guest amenities kept in room	07
		OR	0.
	(b)	Why budgeting is necessary?	07
Q.3	(a)	What is the first aid procedure for snake bite, burns, Asphyxia, shock	07
	(b)	What is the importance of standard operating procedure budget in front office	07
Q.3	(a)	OR Draw layout of standard room	07
Q.S	(b)	Prepare duty rota in three different shift	07
0.4	. ,		07
Q.4	(a) (b)	Write duties & responsibility of horticulturist What do you mean by cross training & why training staff is necessary	07
	(8)	OR	0.
Q.4	(a)	Explain importance of security department for effective front office management	07
	(b)	What are the equipments used in flower arrangement	07
Q.5	(a)	What is important of staffing in housekeeping department	07

Explain the procedure of transferring guest and city ledger to A/C receivable

OR

What are the contents kept in first aid box

What are different types of fire extinguishers

(b)

(a)

Q.5

07

07

07