

ROOM DIVISION OPERATIONS

Time : Three hours

Maximum : 100 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions.

Each question carries equal marks.

1. Name any four departments of hotel.
2. What is Front office?
3. Write any two sections of front office.
4. Define – Checkout.
5. What is meant by registration?
6. Name any four cleaning equipments.
7. Define – GRC.
8. Give two examples for meal plans.
9. Write any two bed linen.

10. Define -Spring cleaning.

11. What is second service?

12. Which is called as maid's trolley?

PART B — (6 × 5 = 30 marks)

Answer any SIX questions.

Each question carries equal marks.

13. Write an introduction to hotel industry.

14. Draw a layout of housekeeping and mention the specifications.

15. State the importance of front office in hotels.

16. Explain the types of room rates offered by hotels.

17. Write down the procedures of handling check-in of walk-in guests.

18. How to receive and register a guest at front office? Explain.

19. Write the definitions for the following terms.

(a) Left luggage

(b) Paging

(c) Scanty baggage.

20. List out the functions of housekeeping desk control room.

PART C — (5 × 10 = 50 marks)

Answer any FIVE questions.

Each question carries equal marks.

21. Classify the types of hotel and explain their features.

22. Describe the role of housekeeping in hotel.

23. Discuss the different types of rooms and mention their specifications.

24. Analyse the need of coordination of housekeeping with other departments.

25. Enumerate the types of cleaning agents.

26. Elucidate the methods and procedures of bed making.

27. Draw the diagram of a maids cart and explain the specifications.