

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY

BE - SEMESTER-VII • EXAMINATION – WINTER • 2014

Subject Code: 173303

Date: 03-12-2014

Subject Name: Room Division Management - II

Time: 10:30 am - 01:00 pm

Total Marks: 70

Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

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|------------|---|-----------|
| Q.1 | (a) What are the common bookkeeping practices performed in front office | 07 |
| | (b) Explain bed making procedure | 07 |
| Q.2 | (a) What are styles involves in flower arrangement | 07 |
| | (b) What are guest amenities kept in room | 07 |
| | OR | |
| | (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 |
| | OR | |
| Q.3 | (a) Draw layout of standard room | 07 |
| | (b) Prepare duty rota in three different shift | 07 |
| Q.4 | (a) Write duties & responsibility of horticulturist | 07 |
| | (b) What do you mean by cross training & why training staff is necessary | 07 |
| | OR | |
| 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 |
| | (b) What are the contents kept in first aid box | 07 |
| | OR | |
| Q.5 | (a) Explain the procedure of transferring guest and city ledger to A/C receivable | 07 |
| | (b) What are different types of fire extinguishers | 07 |
