

**PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)**

**B.Voc DEGREE EXAMINATION MAY 2017
(Second Semester)**

Branch - **HOSPITALITY MANAGEMENT**

ROOMS DIVISION MANAGEMENT

Time : Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks!)

Answer **ALL** questions

ALL questions carry **EQUAL** marks (10 x 2 = 20)

- 1 Define Hotel.
- 2 What do you mean by room tariff?
- 3 Define Paging.
- 4 Give the use of grand master key.
- 5 What is No-show?
- 6 Name any two vouchers used in front office accounting.
- 7 Define chamois.
- 8 Give the use of spirit based polish.
- 9 What is silver fish?
- 10 What is class C fire?

SECTION - B (25 Marks)

Answer **ALL** Questions

ALL Questions Carry **EQUAL** Marks (5 x 5 = 25)

- 11 a Draw the organisation structure of housekeeping department in a large hotel.
OR
b What are the attributes required for house keeping staff?
- 12 a Discuss the procedure for taking a reservation on phone.
OR
b Detail the various modes of payment.
- 13 a Write down the objectives of yield management.
OR
b What are the ledgers maintained by the front office accounting?
- 14 a Highlight the files and registers maintained by house keeping control desk.
OR
b Give the selection procedure of cleaning agents. >
- 15 a What is used in Laundering?
OR
b Explain the storage condition of linen room.

SECTION - C (30 Marks!)

Answer any **THREE** Questions

ALL Questions Carry **EQUAL** Marks (3 x 10 = 30)

- 16 Bring the classification of hotels.
- 17 How do you handle messages at information desk?
- 18 Give the procedure for making transcript.
- 19 Examine the various categories of cleaning equipments.
- 20 Discuss the cleaning process of various flooring & furniture.