

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

**B.Voc DEGREE EXAMINATION DECEMBER 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 Explain a hospitality room.
- 2 Explain a resort hotel.
- 3 Give a short note on registration.
- 4 Write a short note on keys and their control.
- 5 Define overstay.
- 6 Explain ADR.
- 7 Mention any four manual housekeeping cleaning equipments.
- 8 Define detergents.
- 9 Explain the various types of linen.
- 10 Give a short note on pest control.

SECTION - B (25 Marks!)

Answer **ALL** Questions

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

- 11 a Explain any 5 types of guest rooms of a hotel.
OR
b What are the qualities required for a front office personnel in a star hotel?
- 12 a Write in detail about the Guest departure procedure.
OR
b Explain in detail about the left luggage handling.
- 13 a Write in detail about the front office accounting.
OR
b Explain the methods of measuring of performance.
- 14 a Control of cleaning agents in the hotel is a difficult task - Discuss.
OR
b Explain in detail about the mechanical cleaning equipments.
- 15 a Explain the types of linen and their maintenance.
OR
b Write in detail about the laundry, equipments and about laundry process.

SECTION - C (30 Marks!)

Answer any **THREE** Questions

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

- 16 Explain the importance of coordination between housekeeping department and other departments.
- 17 Explain in detail about the various procedures in handling safe deposit locker.
- 18 Explain the functions carried out by night auditor in a star hotel.
- 19 Explain the classification of cleaning agents and explain them.
- 20 Explain the different types of surfaces and their care and maintenance.

Z-Z-Z

END