

(ENGLISH)

[TIME ALLOWED—3 HOURS]

(MARKS—100)

HOSPITALITY MANAGEMENT (THEORY-I)*Instructions:—(1) All questions are compulsory.***Marks**

1. (a) Write one line explanation (any *five*) :— 5
- (i) Training
 - (ii) HRD
 - (iii) Job-Description
 - (iv) General Manager
 - (v) Front Office Manager
 - (vi) Registration.
- (b) State *true* or *false* (any *five*) :— 5
- (i) Travel desk, coffee shop and pastry shop come under the front office department of the hotel.
 - (ii) Manpower is asset to the organization.
 - (iii) In house laundry in hotel is under housekeeping department.
 - (iv) Cashier is responsible for foreign currency exchange at front office.
 - (v) Welcoming guest with smile is duty of the front office staff.
 - (vi) Welcome drink offered at the time of room checkout.
- (c) State full form (any *five*) :— 5
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| (i) FO | (ii) HK | (iii) DND |
| (iv) POS | (v) IATA | (vi) FIT. |
- (d) Match the following pairs :— 5
- | ‘A’ Group | ‘B’ Group |
|--------------------------|-----------------------------|
| (i) Room cleaning | (a) Florist |
| (ii) Corridor cleaning | (b) Room service waiter |
| (iii) Flower arrangement | (c) Executive housekeeper |
| (iv) In room dining | (d) Public area housekeeper |
| (v) Fuse bulb in room | (e) Housekeeper |
| | (f) Maintenance. |
2. Attempt any *two* of the following :— 16
- (a) Define hospitality and explain its role in airline services.
 - (b) Draw organizational chart of 5 star hotel.
 - (c) Write in detail duties and responsibilities of Front Office department staff.
 - (d) Write in detail duties and responsibilities of Housekeeping department staff.

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Marks

3. Attempt any *two* of the following :— 16
- (a) Explain duties and responsibilities of human resource department in a organization.
 - (b) What is the role of training department under HRD ?
 - (c) Elaborate on recruitment process.
 - (d) Explain planning of manpower at hotel.
4. Attempt any *two* of the following :— 16
- (a) Explain in detail organization of Housekeeping and explain duties and responsibilities of Housekeeping Staff.
 - (b) List at least 8 cleaning equipments used in housekeeping.
 - (c) Explain in detail types of guest problem and how to handle them.
 - (d) List and explain the various formats used in front office department.
5. Attempt any *two* of the following :— 16
- (a) Explain Check in and Checkout procedure.
 - (b) Explain types of cleaning.
 - (c) Draw a format of ' C ' form.
 - (d) What are the records maintained by the housekeeping staff ?
6. Write a short note on any *four* of the following :— 16
- (a) Staff welfare
 - (b) Uniform
 - (c) Garbage handling
 - (d) Pest control
 - (e) Linen
 - (f) Laundry.
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