GUJARAT TECHNOLOGICAL UNIVERSITY BHMCT - SEMESTER-VII EXAMINATION – WINTER 2015

Subject Code: 173303 Date:04/12/201			
T	v	et Name: Room Division Management-II 10:30am to 1:00pm Total Marks: 70 ions:	
	2	 Attempt all questions. Make suitable assumptions wherever necessary. Figures to the right indicate full marks. 	
Q.1	(a) (b)	In-house Security Vs Out Sourced Security What is City Ledger? Explain its requirement and maintenance.	07 07
Q.2	(a) (b)	Accounts receivable and payable – in terms of Front Office List out and explain types of Folios? Narrate Posting, Settlement and Zeroing.	07 07
	(b)	OR What is SOP? Explain its importance and role in each department.	07
Q.3	(a) (b)	Differentiate Sales and Marketing? Up selling – Upgrading : elucidate	07 07
		OR	
Q.3	(a) (b)	What is Induction and Orientation? Its importance Explain Safety and security in terms of Guest.	07 07
Q.4	(a) (b)	Explain Cross Training. Draw and explain '4' styles of Flower arrangement.	07 07
		OR	
Q.4		Ikebana – its role in Interior Design Draw Fire Triangle and explain	07 07
Q.5	(a) (b)	Explain Budgeting? Discuss Zero-Based Budgeting. Differentiate amenity and Supplies? List out both.	07 07
		OR	
Q.5	(a) (b)	What is first Aid? List out things to kept in a First-Aid Box. What is Operating Budget?	07 07
