

C-5493

Sub. Code

21221

**CRAFT CERTIFICATE COURSE EXAMINATION
APRIL 2022**

Second Semester

Front Office Operation

ROOMS DIVISION MANAGEMENT

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is no-shows?
2. What is heigh balance report?
3. What are the taxes calculate in night audit?
4. What is understays?
5. Define - Bettered selling.
6. Why hotels and guest rooms need interior design?
7. What are the types of lights?
8. Give some examples of colour harmonies?
9. What are the purpose of Laundry?
10. What is public areas?

Part B

(5 × 5 = 25)

Answer **all** questions

11. (a) What are the role of night auditor?

Or

(b) What are the daily and supplementary transcripts in night audits?

12. (a) Define - The Reconcile room status discrepancies in night audit process.

Or

(b) What are the standard colour harmonies?

13. (a) What are the qualities of colours?

Or

(b) What are factors affecting colour schemes?

14. (a) What are the equipments used in laundry?

Or

(b) Define - The Role of front office in security department.

15. (a) Explain the furnitures, fixtures and upholsteries used in guest rooms.

Or

(b) What are the precautions to be taken while handling guest laundry?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain - The role of accessories in interior decorations.

Or

- (b) Explain - The brief notes about laundry process.

17. (a) What are the advantages and disadvantages of on premises and off premises laundry?

Or

- (b) What are the importance of Interior decorations?

18. (a) How to manage the laundry in Hotels?

Or

- (b) What are the advantages and disadvantages of linen hiring?
