

C-9026

Sub. Code

21221

**CRAFT CERTIFICATE COURSE EXAMINATION,
APRIL 2023.**

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. Who is a night auditor?
2. What is an occupancy percentage?
3. What is AIDA?
4. What do you mean by Up-selling?
5. What is interior design?
6. What are the dimensions of colour?
7. Define lighting. What are the different types of lighting?
8. Define upholstery.
9. What are public areas in a hotel, give examples?
10. What is RevPAR?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Brief on the functions of the night auditor.

Or

- (b) What is forecasting room availability? What information do front office managers require to develop room availability forecasts?

12. (a) Discuss the role of the front office in marketing and sales.

Or

- (b) Write short notes on ABC of selling.

13. (a) Explain the use of the elements of design in hotels.

Or

- (b) Discuss the role of colour in interior design.

14. (a) How are carpets cleaned and maintained?

Or

- (b) What are the items of furniture and fixtures found in guest rooms?

15. (a) Differentiate between in-house security department versus contracted security services.

Or

- (b) What are the criteria for selection of linen for use in hotels?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the process of night audit.

Or

(b) Why public area cleaning and maintenance is importance? Explain.

17. (a) Explain the various selling methods adopted in a Five-star hotel.

Or

(b) Discuss Prang's colour system with the help of a colour wheel.

18. (a) Give the formulae for the following:

(i) ARR

(ii) RevPAR

(iii) Yield Statistics

(iv) Room Occupancy %.

Or

(b) Discuss the advantages and disadvantages of laundry management.
