

B. SC. (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS 2024)
B. Sc. (H & HA) Sem-III : WINTER: 2025
SUBJECT: ROOM DIVISION OPERATIONS

Day : Monday
Date : 24/11/2025

W-30059-2025

Time : 02:00 PM-04:00 PM
Max. Marks : 50

Date:

NB :

1. All questions are COMPULSORY.
2. Figures to the right indicate FULL marks for the question.

- Q. 1 Attempt ANY FIVE of the following: (Short Answer) (1x5)
- a) Linen
 - b) Damask
 - c) Laundromats
 - d) Linen Par
 - e) Stock taking
 - f) Hydro extractor
 - g) Condemned linen
- Q. 2 Attempt ANY FIVE of the following: (Short Answer) (1x5)
- a) ARR
 - b) Occupancy %
 - c) City Ledger
 - d) AGR
 - e) House count
 - f) Guest Folio
 - g) Rev Par
- Q. 3 Attempt ANY FOUR of the following: (Long Answer) (5x4)
- a) List down various types of accounts and vouchers maintained at front desk.
 - b) List down various reports generated through night auditing process and explain each in brief.
 - c) Write down the formula for the following
 - a. Bed occupancy %

- b. Foreign occupancy %
 - c. ARG
 - d. Local occupancy %
 - e. DRR
- d) List down any five registers or formats maintained at Housekeeping Control Desk and explain the use of same.
- e) Draw a neat layout of Linen & Uniform room and label all the sections.
- f) Describe types of laundries in hotels and elaborate on the advantages and disadvantages of the same.

Q. 4 Attempt ANY FOUR of the following: (Long Answer) (5x4)

- a) List down the functions of a supervisor.
- b) List down the use of following fabrics in hotels
 - Cotton
 - Ramie
- c) Explain the procedure of handling guest laundry with the help of flowchart.
- d) A hotel with 500 saleable rooms, out of which 300 are double rooms and 200 are single rooms. The hotel completed a 30-day accounting period during which the hotel sold 6000 rooms on double occupancy and 2500 rooms on single occupancy. The housecount for that period was 10,800 and total revenue generated from sale of rooms was Rs. 2,00,00,000/- Calculate the following:
 - a. Room occupancy %
 - b. Bed occupancy %
 - c. ARR
 - d. RevPAR
 - e. ARG
- e) Elaborate on the role & duties of a Night Auditor.
- f) Explain the importance and functions of accounting system in front office.

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