

Model Paper "Rooms Division-II" (Second Year)
Diploma in Hotel Operations (02 Year Course)
For Annual Examination 2024 & Onwards
OBJECTIVE

Marks: 20

TIME: 30 Minutes

Note: This part is compulsory. It should be attempted on the question paper and returned to the supervisory staff after the prescribed time. Cutting or over writing, Use of Ink Remover, lead Pencil and Eraser is not allowed. Supervisory Staff is requested to attach it with the answer book.

Q # 1: Encircle the write answer from the given answers a, b, c & d. (20x1) = 20

- i. What is the primary role of the reservation department in a hotel?
 - a) Cleaning guest rooms
 - b) Greeting guests at the entrance
 - c) Managing guest reservations and room availability
 - d) Preparing food and beverages for guests

- ii. Which of the following is NOT a part of the housekeeping department's responsibilities?
 - a) Cleaning public areas
 - b) Managing guest reservations
 - c) Restocking guest amenities
 - d) Handling lost and found items

- iii. In the context of room division, what does "turning down" a guest room mean?
 - a) Turning off the lights in the room
 - b) Preparing the room for a new guest
 - c) Providing wake-up calls to guests
 - d) Providing additional services to the guest

- iv. What department in a hotel is responsible for providing information to guests about local attractions and services?
 - a) Front office
 - b) Housekeeping
 - c) Maintenance
 - d) Concierge

- v. Which of the following is a primary focus of the front office department in a hotel?
 - a) Cleaning guest rooms
 - b) Welcoming and checking in guests
 - c) Managing the hotel's finances
 - d) Preparing meals for guests

- vi. What is the primary purpose of the housekeeping department in a hotel?
 - a) Managing guest reservations
 - b) Providing room service
 - c) Cleaning and maintaining guest rooms
 - d) Preparing meals for guests

- vii. Which department in a hotel is responsible for cleaning and maintaining guest rooms?
 - a) Front office
 - b) Housekeeping
 - c) Food and Beverage
 - d) Maintenance

- viii. In the context of room division, what does the term "turndown service" refer to?
 - a) Turning off all lights in guest rooms
 - b) Preparing guest rooms for new arrivals
 - c) Providing additional services and amenities to guests in the evening
 - d) Cleaning public areas of the hotel

- ix. Which of the following is a task commonly performed by the housekeeping department?
 - a) Preparing invoices for guests
 - b) Serving food to guests in the restaurant
 - c) Cleaning and tidying guest rooms
 - d) Providing concierge services

- x. What term describes the process of assigning available rooms to guests based on their reservations and room preferences?
 - a) Check-in
 - b) Check-out
 - c) Room allocation
 - d) Concierge service

- xi. Which department in a hotel is responsible for ensuring the safety and security of guests and the property?
 - a) Front office
 - b) Housekeeping
 - c) Security
 - d) Food and Beverage

- xii. What is the primary purpose of the laundry department in a hotel?
 - a) Preparing meals for guests
 - b) Cleaning guest rooms
 - c) Washing and maintaining linens and uniforms
 - d) Managing reservations

- xiii. What type of cleaning involves tidying up and maintaining the common areas in a hotel, such as lobbies and corridors?
 - a) Guest room cleaning
 - b) Public area cleaning
 - c) Laundry cleaning
 - d) Kitchen cleaning

- xiv. In the hotel industry, what is the purpose of a concierge?
 - a) Cleaning guest rooms
 - b) Providing entertainment for guests
 - c) Assisting guests with various requests and services
 - d) Managing hotel finances

- xv. What term describes the process of checking out of a hotel and settling the bill?
- a) Check-in
 - b) Check-out
 - c) Room allocation
 - d) Concierge service
- xvi. In the context of room division, what does "closing out" a guest room mean?
- a) Locking the room and not allowing any guests in
 - b) Cleaning the room thoroughly
 - c) Checking for any damages in the room
 - d) Preparing the room for the next guest
- xvii. Which department in a hotel is responsible for preparing and serving food and beverages to guests?
- a) Front office
 - b) Housekeeping
 - c) Maintenance
 - d) Food and Beverage
- xviii. What term describes the industry that includes hotels, restaurants, and other service providers that cater to travelers and tourists?
- a) The food industry
 - b) The Logging industry
 - c) Hospitality industry
 - d) Tourism industry
- xix. Which department in a hotel is responsible for maintaining and repairing the physical infrastructure of the property?
- a) Front office
 - b) Housekeeping
 - c) Maintenance
 - d) Food and Beverage
- xx. What is the primary purpose of the bell desk or bellhop in a hotel?
- a) Cleaning guest rooms
 - b) Providing room service
 - c) Assisting guests with luggage and other needs
 - d) Managing guest reservations

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For Annual Examination 2024 & Onwards
SUBJECTIVE

TIME: 2:30 Minutes

MARKS: 80

SECTION-I

Q.1 Write the short answers of any twenty five (25) from the following questions. (25* 2 = 50)

- i. What is meant by "room allocation" in hotel management?
- ii. Define "concierge service" in the context of a hotel.
- iii. Why is security important in the hotel industry?
- iv. What does "turndown service" involve in a hotel?
- v. Explain the term "public area cleaning" in the hotel industry.
- vi. Why is maintaining guest satisfaction important in room division?
- vii. Describe the bell desk's role in a hotel.
- viii. What is the primary goal of the reservation department in a hotel?
- ix. How does the maintenance department contribute to guest satisfaction?
- x. Explain the term "check-out" in the hotel industry.
- xi. What is the primary focus of the food and beverage department in a hotel?
- xii. Define "room division" in the context of the hospitality industry.
- xiii. Why is inventory management important in the housekeeping department?
- xiv. What is meant by "closing out" a guest room?
- xv. How does the housekeeping department contribute to the safety of guests?
- xvi. Describe the responsibilities of the security department in a hotel.
- xvii. What is the role of the concierge in enhancing the guest experience?
- xviii. Explain the term "room service" in a hotel.
- xix. What is the purpose of the front office's check-in process?
- xx. How does the housekeeping department handle lost and found items?
- xxi. Define "room status" in hotel management.
- xxii. What are some common amenities provided in a hotel bathroom?
- xxiii. Describe the role of a bellhop in a hotel.
- xxiv. What is the primary function of the public area cleaning department?
- xxv. Why is communication important among different hotel departments?
- xxvi. Explain the concept of "guest room turnover."
- xxvii. What is the primary responsibility of the reservation agent?
- xxviii. How can a hotel ensure the security of guest information and belongings?
- xxix. Describe the process of room allocation in a fully booked hotel.
- xxx. What does "housekeeping inventory" include?
- xxxi. How does the front office handle guest check-outs efficiently?
- xxxii. Discuss the importance of training in the hospitality industry.
- xxxiii. What is the primary role of the housekeeping department in a hotel?
- xxxiv. Explain the importance of cleanliness in the guest room.
- xxxv. What is the purpose of the laundry department in a hotel?
- xxxvi. Name three common amenities that are provided in guest rooms.
- xxxvii. Describe the responsibilities of the front office department in a hotel.

SECTION –II

Note: Attempt any three questions.

(10*3= 30)

- Q.2 .** Explain the various tasks and responsibilities of the housekeeping department in detail, emphasizing its impact on guest satisfaction and safety.
- Q. 3** Discuss the key functions of the front office department in a hotel, including check-in and check-out procedures, and how they contribute to a positive guest experience.
- Q.4.** Describe the role of the concierge in a hotel and provide examples of services they may offer to enhance the guest's stay.
- Q.5.** Explore the importance of security in the hospitality industry. Discuss the measures and protocols that hotels can implement to ensure the safety of guests and their belongings.
- Q.6 .**Provide an overview of the room reservation process in a hotel, from initial booking to room allocation. Explain how efficient reservation management contributes to a well-organized hotel operation.