

School of Hospitality and Tourism Skills

Session: 2019-20 (Summer Semester)

B. Voc. Program, 1st Semester,

1st In-Sem. Examination

SET-2

Course Code: SHT1130

Time: 1 Hour

Course Name: FRONT OFFICE BASIC

Max. Marks: 20

Instruction:

Section A -05 objective type questions, each question carries 01 mark.

Section B- 03 short answer type questions, each question carries 02 marks.

Section C-03 essay type questions, each question carries 03 marks

Section – A

05X01 = 05 Marks

Question No.1- What is Check-out?

- a) Departure
- b) After departure of a guest
- c) Escorting of Guest
- d) Cancellation

Question No.2- What is the full form of DNCO?

- a) Did not check-out
- b) ON CHANGE
- c) Complimentary Room
- d) None of These

Question No.3- Who is GRE in Front office Department?

- a) Front Office Agent.
- b) Guest Relation Executive
- c) Front Office Executive
- d) Night Auditor

Question No.4- Which of the Following comes under Modes of Reservation?

- a) Non –Guaranteed Reservation
- b) Letter
- c) Travel Agent
- d) Guaranteed Reservation

Question No.5- Hotels consist of 101-300 rooms are known as?

- a) Large Hotel
- b) Small Hotel
- c) Very large Hotel
- d) Budget Hotel



Section – B

03X02 = 06 Marks

Question No.6- What is Hotel?

Question No.7- What are the Duties and Responsibilities of a Lobby Manager?

Question No.8- Draw the Format of Arrival list.

Section – C

03X03 = 09 Marks

Question No.9- Draw the format of Registration Card

Question No.10- What are the modes, and types of Reservation?

Question No.11- Draw the organizational chart of the Front Office Department.



Answer Key Set 2

Section – A

05X01 = 05 Marks

Question No.1- What is Check-Out?

- a) DEPARTURE

Question No.2- What is the full form of DNCO?

- a) DID NOT CHECK-OUT

Question No.3- Who is GRE Front office Department?

- b) Guest Relation Executive

Question No.4- Which of the Following comes under Modes of Reservation?

- b) Letter

Question No.5- Hotels consist of more than 101-300 rooms are known as?

- a) large Hotel

Section – B

03X02 = 06 Marks

Question No.6- What is hospitality Industry?

Ans. Hospitality is about people welcoming other people into their homes or other places where they work or spend their time. People who welcome visitors are called hosts. The people they welcome are called guests.

The word **hospitality** comes from the Latin **hopes**, which came from the word *hosts*, which originally meant "to have power."

Hospitality is all about the art of entertaining or receiving guests. We talk about "offering hospitality". There are many different ideas about how to offer hospitality according to the various cultures in the world. In the past, many societies taught that it was always right to offer hospitality to strangers who came to their door in need of food or shelter. This may seem a strange idea to many of us today, but it was an important way to survive in many societies, especially in lands where people travelled long distances, often far away from large towns.

Question No.7- What are the Duties and Responsibilities of a Lobby Manager?

Ans. Lobby Manager

1. He ensures that all rooms are blocked as per reservation requests
2. He keeps a check on room position
3. He instructs the airport representatives regarding the list of arrivals to be met.
4. He checks pre-registration cards
5. He also checks housekeeping discrepancy report
6. He ensures that guest requests and complaints are followed up
7. He follows up on group and crew movement
8. He takes actions for all unusual events in the lobby like fire, accidents, etc.,
9. He ensures the smooth running of the lobby.

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10. He sends "C" Forms to the FRRO.

Question No.8- Draw the Format of Arrival List.

Ans. Arrival List

SNO	GUEST NAME	NO.OF PAX	ROOM TYPE	ROOM RATE	BILLING INSTRUCTION	CHECK-IN	CHECK-OUT	REMARKS

Section – C

03X03 = 09 Marks

Question No.9- Draw the format of Registration Card.

Ans.

Guest Registration Card

Name: _____ Passport No.: _____ Date of Birth: _____

Date of Issue: _____

Place of Issue: _____

Date of Arrival by Kelly: _____

Proposed duration of stay in India: _____

Whether employed in India: Yes No

Registration Certificate No.: _____

Date of Issue: _____

Place of Issue: _____

I agree to abide by the Hotel Rules & Regulations.

Guest's Signature: _____ Manager's Signature: _____

FOR OFFICE USE ONLY

Payment Code: _____

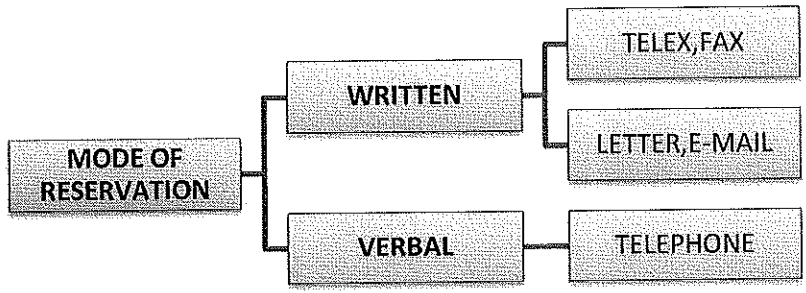
Room No.: _____

Question No.10- What are the modes, types of Reservation?

Answers – Guaranteed and Non-Guaranteed Reservations

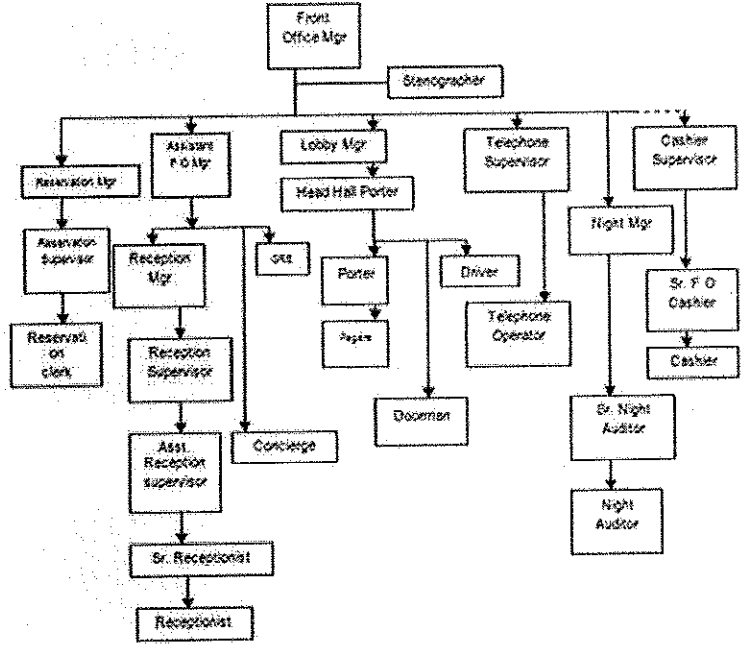
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Question No.11- Draw the Organizational chart of the Front Office Department.

Answer-





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Registration No.:

School of Hospitality & Tourism Skills

Session: 2019-20 (Summer Semester)

B. Voc. Program, First Semester,

1st In-Sem. Examination (Set B)

Course Code: SHT 1140

Time: 1 Hour

Course Name: Housekeeping/Laundry Basic

Max. Marks: 20

Instruction:

Section – A

Objective type questions, each question carries 01 mark.

05X01 = 05 Marks

Q.1. Housekeeping Supervisor works under:

- A. Front Office manager.
- B. Food & Beverage Manager.
- C. Executive Manager.
- D. None of Above.

Q.2. Horticulture deals with the.

- A. Up keeping of the garden.
- B. Taking care of guest
- C. Room Attendants
- D. All of the above

Q.3. Flower room should always be.

- A. air conditioned
- B. at freezing temperature
- C. at room temperature
- D. None of the above.

Q.4. Normally Floor pantries situated near.

- A. Service area
- B. Service elevators
- C. Near the restaurant
- D. Near the laundry

Q.5. Uniform room Stacks.

- A. Soiled Linen
- B. Uniform in current use
- C. Damaged uniform
- D. All of the above

Section – B

Short answer type questions, each question carries 02 marks.

03X02 = 06 Marks

Q.1. Explain the Duties and Responsibilities of Housekeeping Supervisor?

Q.2. Explain the Types of Equipments used in Room?

Q.3. Explain the Importance of Housekeeping?

Section – C

Essay type questions, each question carry 03 marks.

03X03 = 09 Marks

Q.1. Explain the procedure of bed making?

Q.2. Draw and explain the layout of Housekeeping Department?

Q.3. Describe the role of Executive Housekeeper in the Housekeeping Department?



Answer Key:

Section A:

1. C
2. A
3. A
4. B
5. B

Section B:

Answer 1. Duties and Responsibilities of Housekeeping Supervisor

Hotel housekeeping supervisors hire, train, and manage housekeeping staff at hospitality establishments. They perform human resource tasks, such as conducting interviews and training new staff on hotel policies and procedures. They also discipline employees when necessary. They also perform clerical tasks, such as creating the employee schedule and ensuring cleaning supplies are fully stocked. The rating and brand of the hotel can affect the work environment. Luxury hotels maintain a different level of standard than a family-friendly tropical resort. Since hotels are open 24 hours a day, hotel housekeeping supervisors can find themselves working nights, holidays, and weekends. Hotel housekeeping supervisors, a middle management position within the field of hospitality management reporting to senior hotel management, direct entry-level housekeeping staff.

Answer 2. Types of Equipments used in Room

Cleaning Equipment

This equipment requires electrical power to operate. They are operated either on AC power or on the battery. Some important electric equipment is –

- **Box Sweeper** – It is electric sweeper that consists of a friction brush. The brush often is fit to revolve vertically or horizontally, when the equipment moves on the surface. It can clean floors as well as carpets. The wider the better is the box sweeper brush.
- **Vacuum Cleaner** – It is again a majorly used equipment in hotel housekeeping. It comes with a suction motor fit in a case, a hose, and various attachments for delicate as well as tough cleaning requirements.
- **Polishing Machine** – they are used to add a shine to the floors of most frequented areas of the hotel.
- **Scrubber** – It is a floor care accessory that comes with handheld electrically operated scrubber. It is used where only mopping doesn't suffice. It can scrub stubborn and sticky stains on the floors of cafeterias, restaurants, lobbies, and fitness areas where people can take food and beverages.
- **Vapor Cleaning Machine** – they are used where the chemical odors are not desired. They are equipped for continuous operation. They heat up quickly and work with low amount of moisture. They kill the beg bugs and their eggs, the yielding a completely clean environment.

Answer 3. The Importance of Housekeeping

Importance of Housekeeping in the Hotel Industry

The Housekeeping Department of the Hotel Industry stands for one motto—'Creating a home away from home'. The Housekeeping Department takes immense pride in maintaining the utmost





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standards of cleanliness and quality. The target of all accommodation establishments is to offer their clients with hygienic, pleasant, serene and welcoming surroundings that offer complete value for client's money. Housekeeping makes your hotel experience an enjoyable one!

Nothing attracts customers more than a spick and span hotel environment. No standard of service, courteousness or glamour can equal the happiness a customer has upon entering a spotless, clean and conveniently arranged room and amenities. Management and guests both agree that maintaining a clean and tidy room environment is a pre-requisite to command a fair compensation and get repeat business, hence, creating a loyal customer base and increased profits.

Section C:

Answer 1. The procedure of bed making

Making the bed:

- Pull the bed a little away from the headboard.
- Spread the 1st bed sheet and tuck the bottom side of the bed except for the four corners.
- Take the loose end of the sheet, about a foot from the corner at the head of the bed and pull it straight out, forming a flap. Pull up the flap so it is flat.
- Tuck in the free part of the corner.
- Pull the flap out toward you and down over the side of the bed. Tuck the flap in.
- Move to the corner at the foot of the bed on the same side of the bed and repeat the procedure.
- Spread the second sheet the wrong side up, from the edge of mattress.
- Put Quilt 6" lower than the 2nd sheet.
- Spread the third sheet over the quilt.
- Fold the second sheet above the quilt and the third sheet and make a fold approximately 6" to 8".
- Tightly tuck the sheets under the mattress.
- Go towards the foot of the bed and tightly tuck the second sheet, quilt and third sheet together.
- Maitre the corners.
- Inset the pillows into the new pillowcase and tuck in the loose ends.
- Repeat this process for the other pillows.
- Place the pillow on the bed with the tucked edges facing the centre and the tucked flaps on the other side of the pillows.
- Position the bedspread on the bed with equal amounts hanging over both sides and the foot of the bed.
- Report to the supervisor if you notice stains or tears in the bedspread.
- Smooth the bedspread over the pillows to the head of the bed.
- Tuck the remaining of the bedspread under the front edge of the pillows.
- Smooth the surface of the bed.
- Check the bedspread for evenness on both sides.
- Push back bed towards the side of headboard in the exact position.
- All the four corners of the bed is mitered properly. Bed linen is stain free and properly pressed. Bed has to be firm.
- Distance of the pillow from Headboard to the fold of the bed is approximately 20".

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Answer 2. Layout of Housekeeping Department

Layout of housekeeping department

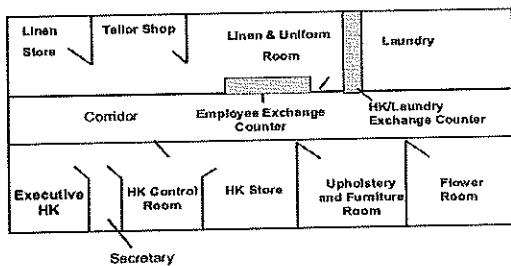
The layout of the housekeeping department is the physical demarcation of areas in the department. When the layout is well-planned, it enables the smooth functioning of the department.

The layout is dependent on the size of the hotel as well as physical space restrictions.

Normally, the layout is decided by the executive housekeeper, at the facility planning stage in setting up the hotel.

The following areas constitute the layout of a housekeeping department:

House Keeping Department Layout



1. Executive housekeeper's cabin
2. Secretary's cabin
3. Desk Control Room
4. Lost and found Section
5. Housekeeping Stores
6. Florist's room
7. Linen and Uniform room
8. Linen Store
9. Sewing room
10. Floor Pantry/Maid's service room

Answer 3. The role of Executive Housekeeper in the Housekeeping Department

Executive housekeepers are in charge of overseeing cleaning professionals in lodging facilities, creating their work schedules and ensuring that their cleaning is done in an effective and timely fashion. Executive housekeepers usually work in large establishments like hospitals, nursing homes and hotels. A high school diploma, or equivalent education, is required to enter this career field. On-the-job training is offered, as are several degree programs and certifications that allow mobility to higher-level, professional positions.

Job Duties

Executive housekeepers are in charge of overseeing and directing the cleaning activities for a business or hotel. The work schedules are prepared and planned in advance by the executive housekeeper, and the executive housekeeper handles customer service and complaints as well.

Cleaning materials and new items are also ordered by the executive housekeeper to ensure that their workers have the proper tools to perform their job duties. An executive housekeeper has to be aware of the schedules of others in order to time the cleaning of rooms with other departments. Additionally, the executive housekeeper informs workers about the procedures and policies that have to be followed while cleaning rooms.

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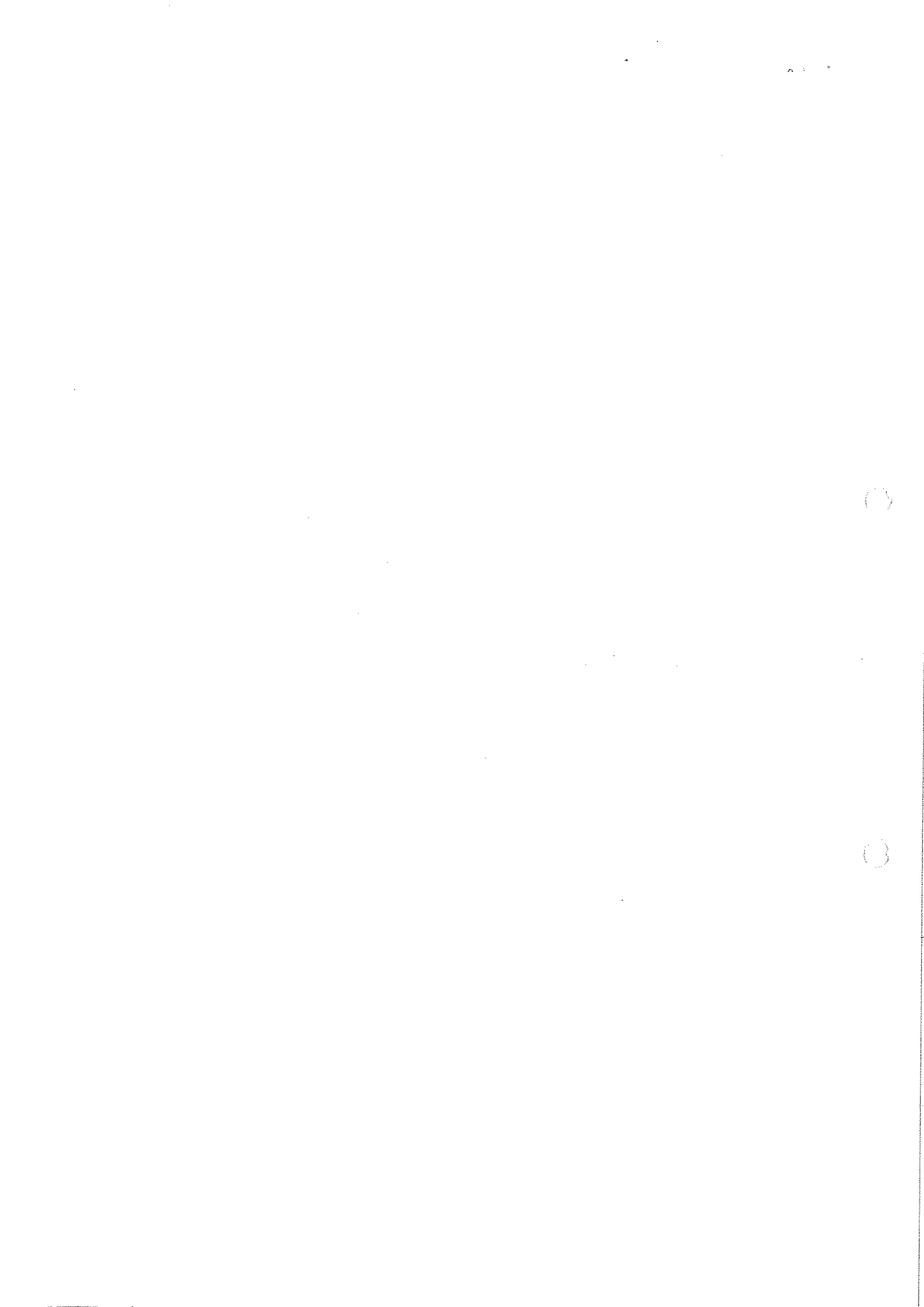
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Job Requirements

The job requirements for an executive housekeeper position can vary depending on the employer. Previous work experience in housekeeping is frequently necessary. A high school diploma or a GED is recommended. Many employers prefer executive housekeepers with some managerial or business experience.





English Answer Sheet(Set B)

Sec A

Ans -01d) is

Ans-02 b) am

Ans-03 d) were

Ans-04c) he's got

Ans-05a) Are you interested in sport?

Sec B

Ans-6 Two ways to add "es" in verb are-

01 -If a verb ends with word S / SH / CH / X, then we will add es after these words.

For example-

- 1) pass- passes
- 2) Search – searches
- 3) Wish- wishes

02- If a verb ending with Y and just before it a Vowel, then we simply add s after y

For example- buy- buys

In case there is no vowel before y then we will remove y and add ies.

For example-

Try- Tries

Ans-07 Four types of sentences-

- 1) **Affirmative Sentence**-An affirmative statement is any sentence or declaration that is positive.
- 2) **Negative Sentence** –A negative sentence is a sentence that states that something is false. In English, we create negative sentences by adding the word 'not' after the auxiliary, or helping, verb.
- 3) **Interrogative Sentence**-An interrogative sentence is a type of sentence that asks a question.
- 4) **Negative Interrogative sentences**-Negative interrogative sentences (sometimes called interro-negative sentences) are interrogative sentences that are made negative.

Ans-08 The form/structure of sentence in Affirmative sentence of present perfect continuous is-

Subject + has been/have been + verb (1st form) + ing + object+ Since/for+ time.

For example-1) Ram has been walking for two hours.

2) I have been playing since morning.

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Sec -C

Ans-09 Fourways to add “ing” in the verb-

01- If a verb ends with “e” then remove “e” and add ing.

For example - Come- Coming

02- If the last word of verb is consonant and before it one vowel so last consonant get double and after it we need to add ing.

For example- Put-Putting

03- If the last word of verb is consonant and before it two vowels so last consonant will not get double. Simply we need to add ing after the last consonant.

For example- Read-Reading

04- If the end word of a vowel is y or ll then we will not remove y or ll but will add ing just after y or ll.

For example- Fly – Flying

Tell- Telling

Ans-10 Introduce yourself. For example-

- a) My Name is Arya.
- b) I am from New Delhi.
- c) I am 22.
- d) I am a student
- e) My favorite colour is Black.
- f) I am interested in art.

Ans-11 Make questions with these words-

- a) Is the post office near here?
- b) Why are you late?
- c) Is your job interesting?

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School of Hospitality & Tourism Skills

Session: 2019-20 (Summer Semester)

B. Voc. Program, First Semester,

1st In-Sem. Examination

Course Code: GEN SHT 1104

Time: 1 Hour

Course Name: SHT Elementary Mathematics

Max. Marks: 20

Instruction:

1. All questions are compulsory.
2. Missing data if any can be suitably assumed.

Section – A / 2

05×01 = 05 Marks

Q1. Addition: ₹ 127,567 + ₹ 3,459 =?

- (A) ₹ 141,026 (C) ₹ 131,026
(B) ₹ 132,026 (D) ₹ 131,036

Q2. Subtraction: ₹ 7,254 - ₹ 7,799 =?

- (A) ₹ 545 (C) - ₹ 545
(B) ₹ 454 (D) - \$454

Q3. Multiplication: ₹ 2,532 x 283 =?

- (A) \$716,556 (C) ₹ 744,988
(B) \$ 744,988 (D) ₹ 716,556

Q4. Division: ₹ 110,097 / 13 =?,

- (A) ₹ 8,496 (C) ₹ 8,469
(B) \$8,469 (D) \$8,496

Q5. Calculate: 3873 - 2769 - 345 - 1245 + 396 =

- (A) - 90 (C) + 89
(B) - 89 (D) + 90

Section – B / 2

03×02 = 06 Marks

Q6. Write the table of eight (8) from 9 to 108:

9 _____ 108

Q7. We buy 8kg rice for ₹ 480.

How much do we have to pay for 3kg of rice? _____

Q8. We have 2 chocolates having 20 pieces per chocolate. We share the chocolate with 7 children, all children receive the same number of pieces, the remaining pieces are for you.

How many pieces of chocolate does a child get? _____ pieces

and how many pieces of chocolate do you get? _____ pieces

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Section – C

03 × 03 = 09 Marks

Q9. We have seven guests for lunch. The bill for your consumption is: ₹ 2646. Three guests each pay ₹ 550. The other four guests share the rest of the bill. How much does guest 4, 5, 6 and 7 pay?

Guests 4, 5, 6 and 7 pay: together: _____ each of them: _____

Q10. I shop at the market:

- 3 kg rice @ ₹60 per kg _____
- 4 Egg plants @ ₹ 25 per piece _____
- 6 appel @ ₹10 per piece _____
- 5 kg tomatos @ ₹20 per kg _____

Calculate the price. I must pay:

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Q11. They prepare breakfast for their guests.

At 7:00am the guests will come for breakfast and everything must be ready.

If you work alone, you will need 1 hour 30 min for the preparations.

When do you have to start work if you are working alone? _____

When do you have to start work if you work in pair? _____

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Answer key (Set B)

Elementary Mathematics SHTS

Q1. (C) ₹ 131,026

Q2. (C) - ₹ 545

Q3. (D) ₹ 716,556

Q4. (C) ₹ 8,469

Q5. (A) - 90

Q6. 9, 18, 27, 36, 45, 54, 63, 72, 81, 90, 99, 108

Q7. ₹ 180

Q8. 35 pieces of chocolate / 5 pieces of chocolate

Q9. Together: ₹996/ each of them: ₹249

Q10. ₹440

Q11. At: 5:30am / 6:15am

