



**School of Hospitality & Tourism Skills**

**Session: 2021-22 (Summer Semester)**

**B. Voc. Program, Fifth Semester,**

**1<sup>st</sup> In-Sem. Examination**

**Course Code: SHT 1520**

**Time: 1 Hour**

**Course Name: Hospitality Education III**

**Max. Marks: 20**

**Instruction:**

**Section – A**

**Objective type questions, each question carries 01 mark.**

**05X01 = 05 Marks**

Q1. \_\_\_\_ appear at the bottom of the Excel window.

- (A) Title bar
- (B) Formula bar
- (C) Work sheet tabs
- (D) Name box

- (B) Character
- (C) Browser
- (D) Formula

Q2. What are the basic rectangular building blocks of a spreadsheet?

- (A) Cells
- (B) Zoom slider
- (C) Help button
- (D) All of these

Q4. Another name for a pre-programmed formula in Excel is

- (A) Cell
- (B) Graph
- (C) Function
- (D) Range

Q3. Which of the following is not a term pertaining to spreadsheets?

- (A) Cell

Q.5. Excel is a program that is used to prepare a

- (A) Slide presentation
- (B) Spreadsheet
- (C) Text document
- (D) Database

**Section – B**

**Short answer type questions, each question carries 02 marks.**

**03X02 = 06 Marks**

Q.1. Nutrition pyramids: name one recommendation per level for healthy and enjoyable eat and drink up.

Q.2..What does the word additional sale mean? Explain the meaning in one sentence.

Q.3..Note 4 Example of an additional sale in the front office.

**Section – C**

**Essay type questions, each question carry 03 marks.**

**03X03 = 09 Marks**

Q1.What makes you special in your profession and makes you a good professional?List 6 motivating points.

Q2..Principles to avoid bacteria in our work area?Note which influence cold, warmth, heat have on the bacteria:

Q.3.Which points have to be considered to prevent damage in case of fire?





**Answer Key: INTERCOMPANY EDUCATION** (Set B)

**Section A:**

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

*Answer key*

**Section B:**

**Q1.. nutrition pyramids, recommendations of the different levels**

- Moderate with pleasure
- Daily with Mass
- Sufficient daily
- at every main meal
- 5 a day in different colours
- Spread over the day

**Q2..** We recommend the guest in addition to the planned arrangement, through the sale receive we additional income = added value

**Q3..**

- Specialities from e.g. Jaipur
- Travel,
- Places of interest, visits to temples
- Traditional festivals

**Section C:**

**Q1.**

- Satisfied guests,- Pleasing feedback,- Good working climate,- Great team atmosphere,-
- My pleasure in my profession
- Personal and professional development

**Q.2.**

- Cold slows down and stops the proliferation of bacteria.
- Heat promotes (accelerates) the proliferation of bacteria
- Heat kills bacteria

**Q11.**

- Avoid panic
- Alarm
- Initiate rescue measures,- fight fire,- Providing first aid

*M. Hussli*





School of Hospitality and Tourism Skills

Session: 2021-22 (Summer Semester)

B. Voc. Program, 5<sup>th</sup> Semester,

1<sup>st</sup> In-Sem. Examination

Course Code: SHT 1530

Time: 1 Hour

Course Name: Front Office Manager Professional

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- A package offered by a resort includes the cost of breakfast, and either Lunch or Dinner in the room charge. This arrangement is called

- (a) The European Plan
- (b) The Bermuda Plan
- (c) The American Plan
- (d) The Modified American Plan

(b) Outstanding balance of the folio will decrease

(c) Outstanding balance of the folio will remain the same

(d) Outstanding balance of the folio will become zero

Question No.2- Who out of the below is not a member of HRACC

- (a) Principal, Institute of Hotel Management
- (b) Representative of Ministry of Tourism,
- (c) Representative of IATA
- (d) Representative of FHRAI

Question No.4- Cash disbursed by front office on behalf of the guest is known as

- (a) IOU
- (b) Cash bank
- (c) Encashment
- (d) Paid-out

Question No.3 A charge purchase transaction will have following impact on the outstanding balance of the folio account

- (a) Outstanding balance of the folio will increase

Question No. 5 An imbalance that occurs when the total of cash and checks in a cash register drawer is greater than the initial bank plus net cash receipts

- (a) Due back
- (b) Overage
- (c) City ledger
- (d) Guest ledger

Section – B

03X02 = 06 Marks

Question No.1. Explain any five functions of front office during the "Stay" of the guest.

Question No.2. Draw the format of Allowance voucher and explain.

Question No.3. Write down the List of do's and don'ts while handling complaints.

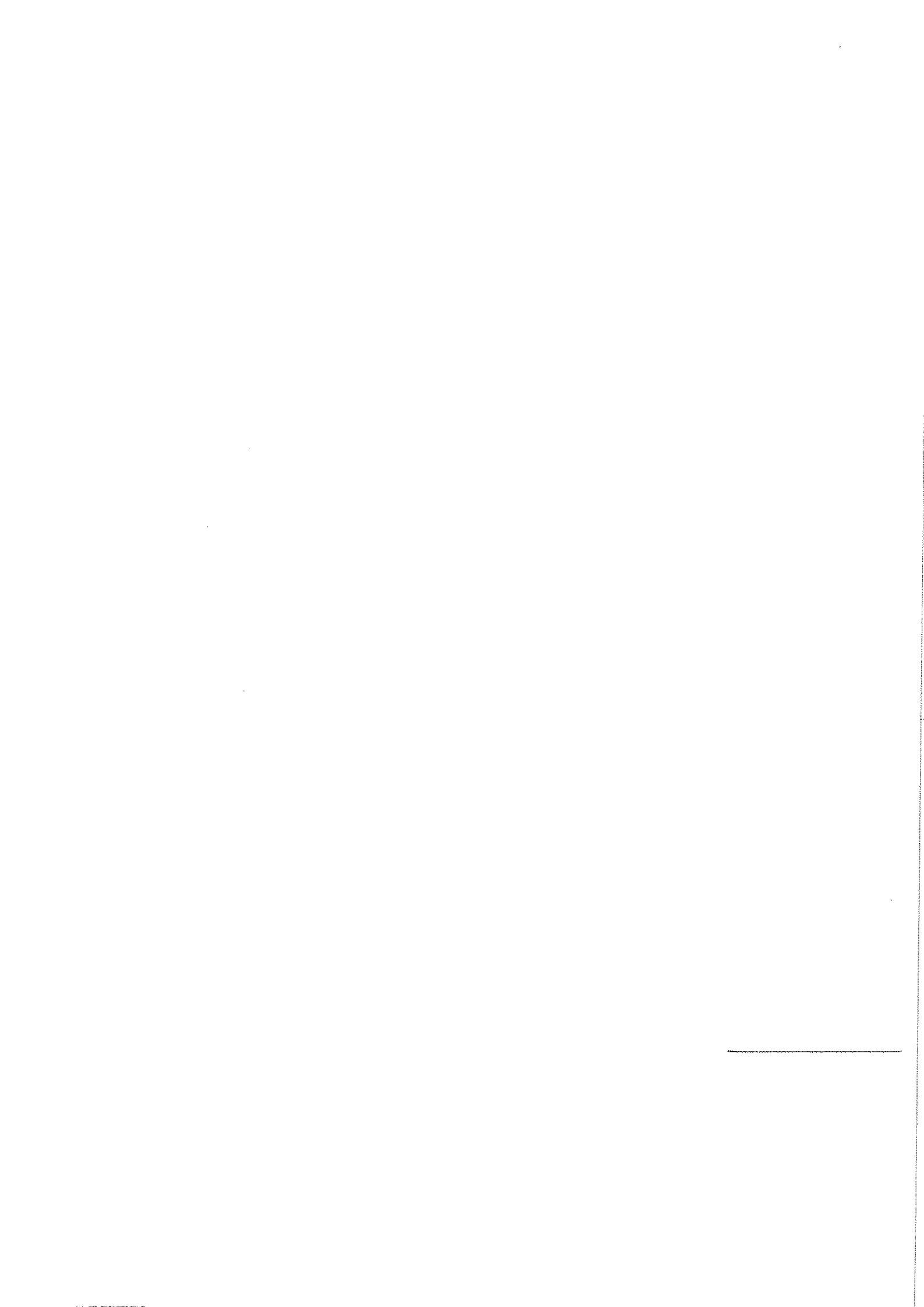
Section – C

03X03 = 09 Marks

Question No.1. Write the Importance of Electronic Locking systems in hotels.

Question No.2. How do hotels ensure a safe and secure environment for a Single lady guest.

Question No.3. Differentiate between Upgrade and Upsell.





**SET 2 Front Office Manager Professional(SHT 1530)**

**Section A**

Q.No.1-D

Q.No.2- C

Q.No.3 -A

Q.No.4 - D

Q.No.5 - B

**Section B**

*Answer key*

**Q1.** The manner in which the front office staff represents the hotel is important during the occupancy stage.

1. As the main contact centre for hotel activity, the front office is responsible for coordinating guest requests. Among those providing information and supplies to the guests.
2. Front desk should take extra care to respond to the guest on a timely and accurate manner. The main focus of the front desk staff is to provide anticipatory service and to meet or exceed the guests expectations. This will encourage the guest to repeat to the hotel.
3. Security is also a main important concern during occupancy of the guest. Issues like protection of funds and valuables are among those. The front desk should also follow the hotel standard operating procedure for handling the hotel and guest keys, property surveillance, safe deposit boxes, guests personal property, and emergencies are also important.
4. A variety of charges restaurant charges, telephone, internet, travel desk etc. during the occupancy stage affect guest and hotel account. Most of these charges will be posted to the guest account according to front office posting procedures. And also in most cases the Room charges is the single largest charge on the guest folio.
5. Other front office financial tasks during the occupancy stage is to verify the charges posted to the guest account and checking guest accounts against the credit limit.

**Q.2.** Allowance vouchers: Allowance vouchers can be of 2 types. One type of allowance is a compensation given to a guest for poor services or discounts etc. The other type of allowance is a correction to a posting error on an existing account after the close of business. Any account allowances must be documented with the use of an allowance voucher. All allowance vouchers require management approval.

ALLOWANCE VOUCHER		
	No: _____	
	Date: _____	
Name: _____	Room A/C No : _____	
Detailed explanation	Amount	
	Rs.	Rs.
Rupees in words		
Total Rs.		



## Q.3. The dos

**Stay calm:** No matter how rude or even aggressive a complaining customer may become, it's vital that you keep your cool, and remain polite at all times.

**Know how to apologise:** When a customer expresses their discontent to you, there's a good chance that one of the first things you'll do is apologise.

**Offer a solution:** The customer is complaining to you because they want you to resolve their problem.

**Follow up:** This is particularly important if you receive a complaint online, but can also be implemented in an offline scenario.

## The don'ts

**Break promises:** Sometimes, it's all too easy to make promises to an upset customer to try and regain their faith.

**Argue:** Even if you disagree with what your customer is saying, arguing against them only stands to exacerbate the situation

**Interrupt:** Even if you think you know where the conversation is going, or even if the customer is repeating something they've already said – try not to interrupt.

## Section C

Q 1. Here are several "key" benefits.

**Handy** One of the major advantages of using hotel key cards is the fact that they are handy and lightweight. Hotel key cards are lighter and way easier to use than real keys.

**Efficient** Guests can check out with their hotel key cards and the hotel's system will automatically record customer information. This saves a great deal of time and effort, since the hotel staff no longer needs to write down information manually.

**Cost-effective** Real keys cost a fairly large budget, especially if you own a larger establishment. Not to mention the amount it would cost you to rekey a lock in case your guest loses a key.

**Great Branding and Advertising Tool** Having your business name or logo printed on your hotel key cards is a smart and strategic way to advertise your establishment.

Q2. Safety & Security Despite India's slogan of „Atithi Devo Bhava“ i.e. Guest is God, in view of the recent attacks on ladies in the country, its image as a safe tourist destination has taken a beating.

- In hotels, where there are no specific floors dedicated to the Single Lady Travellers,
- Rooms are allotted usually on non-smoking and lower floors
- Also, in case of business travellers, single ladies are given a preference of being given rooms close to where the rest of their team is staying.
- If a lady is checking in late at night, a female member of the hotel staff escorts her to her room, after she checks in.
- All the incoming calls are checked and screened, without revealing the identity of the female guest or her room number.
- There are video door phones fitted, so that the lady can see for herself who is outside her door, before she opens it.

Q.3.

## Upselling

1. Upselling refers to the efforts of reservations & the front desk agents to be able to sell a higher priced room to a guest who might have come with a concept of hiring a comparatively lower category room.
2. Upselling leads to revenue generation for the hotel.
3. Upselling requires skills like salesmanship & good communications

## Upgrading

1. Upgrading on the other hand refers to moving a reservation or in house guest to a better accommodation or a class of service owing to his status / prestige or in a bid to make up for any error made by the hotel.

M. Pussli



**School of Hospitality & Tourism Skills**

**Session: 2021-22 (Summer Semester)**

**B. Voc. Program, Fifth Semester,**

**1<sup>st</sup> In-Sem. Examination**

**Course Code: SHT 1540**

**Time: 1 Hour**

**Course Name: Housekeeping Manager Professional**

**Max. Marks: 20**

**Instruction:**

**Section – A**

**Objective type questions, each question carries 01 mark.**

**05X01 = 05 Marks**

**Q.1 Room attendant are also known as**

- a) Room maid
- b) Chamber maid
- c) Houseman
- d) Helpers

**Q.4. the work allotted to housemen, especially those in public areas are supervise by**

- a) Floor supervisor
- b) Public area supervisor
- c) Head housemen
- d) Room attendant

**Q.2 The linen room should have enough racks**

- a) To stack all the files
- b) To store all the provision
- c) To stack all the linen
- d) All the above

**Q.5. who is responsible and accountable for the total cleanliness, maintenance and upkeep of the Hotel**

- a) Executive chef
- b) Front Office manager
- c) General Manager
- d) Executive Housekeeper

**Q.3. the actual cleaning of room and bathroom are done by**

- a) Helpers
- b) Room attendants
- c) Houseman
- d) Head Houseman

**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: HOUSEKEEPING**

**Section A:**

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

*Answer key*

**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 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



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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:

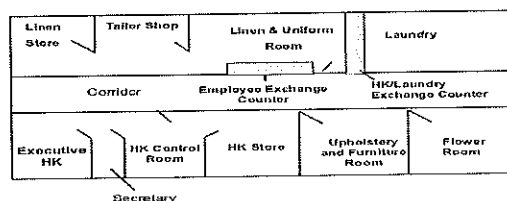
- Pull the bed a little away from the headboard.
- Spread the 1st bed sheet and tuck the bottom side of the bed except for the four corners.
- Take the loose end of the sheet, about a foot from the corner at the head of the bed and pull it straight out, forming a flap. Pull up the flap so it is flat.
- 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.

### 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



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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.

#### **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.

*M. Püssli*

