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Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/CMMM232/2025/BBACM_SEM3

SYBBACM (Third Semester) Examination, 2025

CMMM232 –BASIC ROOM DIVISON

(2024 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Franchise [1]
- B) Valet [1]
- C) Guest Cycle [1]
- D) Turn-down Service [1]
- E) Rack Rate [1]

Q2. Define the rooms division and its importance. [5]

Q3. What are the key attributes are required in housekeeping staff. [5]

Q4. Explain any 2 sections of the front office. [5]

Q5. Why are cleaning checklists important. [5]

Q6. Differentiate between EP, AP, MAP , BP and CP Plans. [5]

Q7. Explain the steps for handling guest complaints. [5]
