

(PGDHM01)

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P.G. DIPLOMA DEGREE EXAMINATION, DEC. – 2016

**HOTEL MANAGEMENT
Food and Beverage Production**

Time : 3 Hours

Maximum Marks : 70

Answer any FIVE questions
All questions carry equal marks.

- Q1)** Explain control cycle in a hotel.
- Q2)** Discuss different standard receipies and standard yields.
- Q3)** Define ‘Inventory’ and discuss the inventory taking procedures.
- Q4)** Explain the procedure of purchasing.
- Q5)** Explain the concept and applications of menu engineering.
- Q6)** Define cost and what are different types of food cost reports.
- Q7)** What do you mean by forecasting ? Discuss the forecasting requirements of food in a hotel.
- Q8)** How computers are being used for controlling the cost of food ?
- Q9)** Explain the concept of quality and discuss the different controlling standards for maintaining the better quality.
- Q10)** What do you mean by assessment of quality receiving control?

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(PGDHM02)

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PG DIPLOMA DEGREE EXAMINATION, DEC. – 2016

HOTEL MANAGEMENT

Housekeeping Management

Time : 3 Hours

Maximum Marks : 70

Answer any FIVE questions

All questions carry equal marks.

- Q1)** Explain the duties and responsibility of house keeping personal.
- Q2)** Define hotel and explain its classification.
- Q3)** Explain the inter departmental relationship maintained by the house keeping department.
- Q4)** What are the reports maintained by the house keeping department?
- Q5)** Define training and discuss the uses of training.
- Q6)** What do you mean by selection? Discuss the selection procedure of employees of the housekeeping department.
- Q7)** Discuss the standards to be maintained for guest rooms.
- Q8)** Explain the procedure for servicing the guest room.
- Q9)** Elucidate the cleaning of various surfaces and metal.
- Q10)** Explain the cleaning of food service areas and employee areas.

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PG DIPLOMA DEGREE EXAMINATION, DEC. – 2016

HOTEL MANAGEMENT

Front Office Management

Time : 3 Hours

Maximum Marks : 70

Answer any FIVE questions.

All question carry equal marks.

- Q1)** Explain the term 'management' and discuss the managerial functions.
- Q2)** Discuss the various approaches for fixing the rates to the established room.
- Q3)** Prepare Room division income statement and explain with the help of an example.
- Q4)** What are the different ratio's used in front office operations?
- Q5)** Explain various element for managing the revenue.
- Q6)** Define potential average rate. Explain the different types of average rate.
- Q7)** Define 'recruiting' . Explain various sources of recruiting.
- Q8)** Explain the concept of training and discuss how to prepare a training programme.
- Q9)** Define motivation and how motivation influences the staff .
- Q10)** Discuss the concept and methods of performance appraisal.

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P.G. DIPLOMA DEGREE EXAMINATION, DEC. – 2016

HOTEL MANAGEMENT

Nutrition and Food Hygiene

Time : 3 Hours

Maximum Marks : 70

Answer any FIVE questions

All questions carry equal marks

- Q1)** Define 'Hygiene'. What is the role of Hygiene in the hotel and catering industry?
- Q2)** Explain the term personal hygiene and its importance.
- Q3)** What are different food based diseases ?
- Q4)** Explain the classification of food according to ease with which they spoil sources of contamination.
- Q5)** Describe the precautions to be taken by food handlers.
- Q6)** Define proteins and explain its classification.
- Q7)** Explain the concept of balanced diet. What factors are affecting balance diet.
- Q8)** Discuss briefly the bacterial growth and their effects on the food.
- Q9)** Explain the functions of food based physiological and sociological effects.
- Q10)** Describe 'food hygiene' and 'process management' in detail.

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P.G. DIPLOMA DEGREE EXAMINATION, DEC. – 2016

HOTEL MANAGEMENT

Kitchen Operations Management

Time : 3 Hours

Maximum Marks : 70

Answer any FIVE questions

All questions carry equal marks

- Q1)** What are most common mistakes done by cooks in Hotels?
- Q2)** State different objects required for cooking.
- Q3)** How would you handle not having everything in stock that you need to make the product you are assigning.
- Q4)** Discuss various convenience foods for cooking.
- Q5)** Discuss the methods of cooking.
- Q6)** Explain the precautions taken by the cook while preparing the dishes.
- Q7)** What is meant by forecasting and discuss the various methods of forecasting food.
- Q8)** Briefly explain the food preparation premises.
- Q9)** Explain the equipments that are required in the kitchen.
- Q10)** Define layout. Explain different types of kitchen layout with the help of example.

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PG DIPLOMA DEGREE EXAMINATION, DEC – 2016

HOTEL MANAGEMENT

It for Hotel Industry

Time : 3 Hours

Maximum Marks : 70

Answer any FIVE questions

All questions carry equal marks

- Q1)** State the application and importance of computers in hotel management.
- Q2)** What is data processing? Explain the various types of methods in data processing.
- Q3)** Discuss the role of computers in management of kitchen and house keeping.
- Q4)** Describe the various technologies required by hotel industry.
- Q5)** What are the steps involved in making decisions?
- Q6)** Define decision. Explain various types of decisions that organisation need to take.
- Q7)** Briefly explain the concept and usage of search engines. How its useful for hotel industry.
- Q8)** State the application of MIS in Accounts Receivables.
- Q9)** What is decision support system? Explain the Components of decision support system.
- Q10)** What are transformation services? State an account of LAN, WAN and PBX.

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