

**(DBHM 31)**

B.H.M. DEGREE EXAMINATION, DECEMBER 2019.

Third Year

FOOD AND BEVERAGE MANAGEMENT

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

1. Discuss the determinants of food and beverages.
  2. Write the procedure of control cycle in a hotel.
  3. Explain the concepts :
    - (a) FIFO
    - (b) LIFO.
  4. What points should be considered in the selection of a supplier?
  5. Write the objectives of 'food costing'.
  6. What is variance analysis? Discuss in brief.
  7. Explain various procedures of service.
  8. Explain the role of computers in food cost control.
  9. Explain the legal requirements in purchasing liquors.
  10. Discuss the working procedures of beverage dispensing equipment.
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**(DBHM 32)**

B.H.M. DEGREE EXAMINATION,  
DECEMBER 2019.

Third Year

ACCOMMODATION OPERATIONS

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

1. Explain the functions of management.
  2. What is rule of thumb approach? Discuss.
  3. What is room revenue analysis? Explain.
  4. Write the structure of hotel income statement.
  5. What is multiple occupancy percentage? Explain.
  6. What are special events? Discuss its importance.
  7. Discuss the external sources in recruitment.
  8. Explain the tools of selection process.
  9. What is an incentive? Explain various types of incentives.
  10. Discuss the methods of performance appraisal.
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(DBHM 33)

B.H.M. DEGREE EXAMINATION,  
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Third Year

HOUSEKEEPING MANAGEMENT

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

1. Explain the role and importance of housekeeping department in a hotel.
2. Discuss different types of guest rooms.
3. Discuss about inter-departmental relations.
4. Explain the responsibilities of housekeeping personnel.
5. Write the classification of chemical agents.
6. What are the commonly used equipments in housekeeping?
7. Determine and discuss standard cleaning methods.
8. What is a work card? How it is useful?
9. How do you clean public areas of a hotel? Explain.
10. How do you clean food service areas? Explain.

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(DBHM 34)

B.H.M. DEGREE EXAMINATION,  
DECEMBER 2019.

Third Year

INFORMATION TECHNOLOGY FOR HOTEL MANAGEMENT

Time : Three hours

Maximum : 70 marks

Answer any FIVE of the following.

1. Explain the role of computers in kitchen.
  2. Are computers useful in front office? Comment.
  3. What is EDP? Explain.
  4. Write the significance of MIS in Hotel management.
  5. What are the differences between structured and unstructured decisions? Explain.
  6. Explain the steps in decision making process.
  7. Discuss the role of MIS in finance.
  8. Discuss the role of MIS in production.
  9. Critically examine D.S.S. models.
  10. What is office automation system? Explain.
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(DBHM 35)

B.H.M. DEGREE EXAMINATION, DECEMBER 2019.

Third Year

COMMUNICATION AND SOFT SKILLS

Time : Three hours

Maximum : 70 marks

Answer any FIVE of the following.

1. Write the objectives of communication.
  2. Explain the types of communication in brief.
  3. Discuss the barriers of communication in detail.
  4. Explain the instruments of communication in detail.
  5. What is a business letter? Discuss its importance.
  6. What is an enquiry letter? Discuss its importance.
  7. What is a conference? What are its objectives?
  8. What is a Report? Write the format of a report.
  9. Write the significance of communication in hotel industry.
  10. Discuss the formats of communication with reference to OJT.
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(DBHM36)

B.H.M. DEGREE EXAMINATION, DECEMBER 2019.

Third Year

HOTEL ENGINEERING AND MAINTENANCE

Time : Three hours

Maximum : 70 marks

Answer any FIVE of the following.

All questions carry equal marks.

1. Explain the structure of Maintenance department.
  2. What is service contract? Discuss.
  3. What is lumpsum contract? Explain its objectives.
  4. Discuss the concept of 'Equipment replacement policy'.
  5. What is excessive maintenance? Discuss the consequences of excessive maintenance.
  6. Explain the replacement policy in detail.
  7. Discuss the procedure to know the hardness of water.
  8. Explain the types of plumbing equipments.
  9. What is flooring? Discuss the materials used for flooring.
  10. How do you prevent leakages? Explain.
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