

(DBHM 31)

B.H.M. DEGREE EXAMINATION,
NOVEMBER 2021.

Third Year

FOOD AND BEVERAGE MANAGEMENT

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

All questions carry equal marks.

1. How F & B Standards can control over the hotels? Write its importance.
 2. In what way F & B department serves to the society?
 3. Explain the following.
 - (a) FIFO
 - (b) LIFO
 4. Write essay on store design.
 5. Define costs. Write in detail types of costs and objectives of food costing.
 6. Give an account on application and concept of menu engineering.
 7. What are the factors influence forecasting requirements and production plans?
 8. Briefly explain production planning and food purchasing.
 9. How can we control wastage of food at various occasions?
 10. Explain the following.
 - (a) Beverage dispensing equipment.
 - (b) Quality Control.
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ACCOMMODATION OPERATIONS

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

All questions carry equal marks.

1. Describe the Word Accomodation Operations. Also explain the major functions of Accomodation Management.
 2. What is Budgeting? How to budget and estimate Accomodation Revenue?
 3. What is Occupancy Ratio? What are the things involved in it?
 4. How to prepare Hotel Income Statement? What type of background information is required? What are its practical differences?
 5. Describe the word Revenue and Revenue Management. Also state the elements and significance of Revenue Management.
 6. Describe the word Group Room Sales? How to effect it?
 7. Enumerate the role of Human Resources in Accomodation operations.
 8. What is Selection? State its tools. Make special reference to Accomodation perspective.
 9. What type of communication and communicative skills are required to effect successful Accomodation operations?
 10. Explain the word Motivation? How to motivate hotel staff? What are its pre-requisites?
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HOUSEKEEPING MANAGEMENT

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

All questions carry equal marks.

1. Explain in detail about areas of house keeping responsibility of hierarchy.
 2. Give an account on duties and responsibilities of house keeping.
 3. Write an essay on communication and its importance in House Keeping Management.
 4. Describe various types of cleaning equipment used in cleaning section.
 5. What type of care should be taken while cleaning the utensils in big organisations?
 6. Write an essay on inter department co-ordination and its importance at organisational level.
 7. Explain the following.
 - (a) Work Cards.
 - (b) Placement.
 8. Explain the following.
 - (a) Servicing of vacant rooms.
 - (b) Serving of guest rooms.
 9. What is the process to clean walls and laminated surfaces? What are the factors to be consider while cleaning them.
 10. Give an account on cleaning of public areas like lobbies and restaurants.
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INFORMATION TECHNOLOGY FOR HOTEL MANAGEMENT

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

All questions carry equal marks.

1. What is a Computer? Enumerate the role of computers in Front Office Management of modern hotels.
 2. Explain how to evaluate the applications and importance of IT and Computers in Hotel Management.
 3. Define MIS. Describe in detail the major and salient features of MIS.
 4. What is Automatic Data Processing? What will be its impact on IT and EDP?
 5. Describe the Word Management. Also explain its major elements and significant functions.
 6. Enumerate various stages in Decision Making Process. How IT is useful in decision making process of modern hotels?
 7. Explain the specific applications of MIS in Inventory Management of modern hotels.
 8. Briefly explain about MIS applications in Human Resources. Make special reference to Hotel operations.
 9. What is Decision Support System? What are the things involved in it?
 10. Attempt the following:
 - (a) Batch Processing.
 - (b) Online Processing.
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COMMUNICATION AND SOFT SKILLS

Time : Three hours

Maximum : 70 marks

Answer any FIVE of the following questions.

All questions carry equal marks.

1. What do you understand by the word Communication? State the value and objectives of Business Communication.
 2. Enumerate different types of Communication with their salient features and examples.
 3. How to overcome communication barriers? Give some practical examples.
 4. Describe the word Business Letters? Explain its characteristics. How to write Business Letters?
 5. Explain the rationality and suitability of Written and Oral Communication.
 6. What is Seminar? Explain the role and impact of good speaking skills in seminars.
 7. What is Precise-writing? State its specific steps and procedure.
 8. Attempt the following:
 - (a) Sales Letter.
 - (b) Circular Letter.
 9. What is a Group? Explain its characteristics with suitable examples.
 10. What is Softskills? Also state its role in effective personal communication.
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HOTEL ENGINEERING AND MAINTENANCE

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

All questions carry equal marks.

1. Explain the Word Maintenance. Also state the benefits and importance of Hotel Maintenance.
 2. What do you mean by Preventive Maintenance? What are its advantages and disadvantages?
 3. List different types of Contracts. Explain the major salient features of Lumpsum Contract.
 4. Explain the circumstances under which equipment is replaced? What are its effects?
 5. What is Inadquate and Excessive maintenance? What are its possible consequences?
 6. State the essential elements of Replacement policy of Hotel Equipment.
 7. How is water purified and treated for Hotel use?
 8. Write about Cold and Hot water systems. Also state the role of maintenance in this aspect.
 9. What is Leakage? State its reasons. How to prevent leakages?
 10. Describe the word Dampness. How to prevent it? Make special reference to Hotels.
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