

(PGDHM 01)

P.G. DIPLOMA EXAMINATION,
NOVEMBER 2021.

First Year

Hotel Management

FOOD AND BEVERAGE PRODUCTION

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

All questions carry equal marks.

1. Explain the importance of controlling food in hotels.
 2. How do you determine the standards of food and beverages? Explain.
 3. Explain the procedure for preparing standard purchase specification.
 4. Elaborate on delivery invoice receiving report.
 5. What are the objectives of food costing?
 6. What is menu engineering? Explain its applications.
 7. Explain the steps involved in formulating production plans.
 8. Explain the server responsibilities in controlling food.
 9. State the assessment of quality receiving control.
 10. Explain about the various beverage dispensing equipments.
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(PGDHM 02)

P.G. DIPOLMA EXAMINATION, NOVEMBER 2021.

First Year

Hotel Management

HOUSEKEEPING MANAGEMENT

Time : Three hours

Maximum : 70 marks

Answer any FIVE of the following questions.

All questions carry equal marks.

1. Discuss the standards to be maintained of guest rooms.
 2. Trace out various ways for cleaning surfaces and metals. Explain in detail.
 3. What are the different kinds of chemicals used for cleaning and storage of equipment?
 4. Explain the organisational structure of housekeeping department in small, medium and large organisations.
 5. Describe the relationship of house keeping department with guests and other departments.
 6. What are the types of beds?
 7. What is the role of house keeping in accommodation operations?
 8. What are the cleaning procedures of floors and walls?
 9. What precautions are required while cleaning of public areas?
 10. How will you choose a location for hotels? Give some examples.
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(PGDHM03)

P.G. DIPLOMA EXAMINATION, NOVEMBER 2021.

First year

Hotel Mangement

FRONT OFFICE MANAGEMENT

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

All questions carry equal marks.

1. What are management functions?
 2. How will you establish room rates? Give examples.
 3. Write about evaluation of front office operations.
 4. Give a report on daily operations.
 5. What are the technique you will use to motivate front office staff?
 6. Write a note on rule of thumb approach.
 7. What are the elements of revenue management?
 8. Discuss about food and beverage activity.
 9. What are the external sources of recruitment?
 10. How will you redefine budget plans? Discuss.
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(PGDHM04)

P.G. DIPLOMA EXAMINATION, NOVEMBER 2021.

First Year

Hotel Management

NUTRITION AND FOOD HYGIENE

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

All questions carry equal marks.

1. What is balanced diet? Discuss its various factors.
 2. What are the precautions to be taken by food handlers for food borne diseases?
 3. Define personal hygiene. Explain it in relation to skin and hands.
 4. Bring out the importance of hygiene in the catering industry.
 5. Define “Menu planning” and discuss its importance.
 6. Discuss how contamination and spoilage is prevented in hotels.
 7. Classify vitamins and state their functions.
 8. Suggest the initiatives for an effective pest control in brief.
 9. Enumerate the techniques that may be employed pest control in brief.
 10. Explain the considerations in the planning of menu for school going children.
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(PGDHM 05)

P.G. DIPLOMA EXAMINATION,
NOVEMBER 2021.

First Year

Hotel Management

KITCHEN OPERATIONS MANAGEMENT

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

All questions carry equal marks.

1. "Planning is the important phase in development of any organisation". Explain.
 2. Explain Banquet kitchen with a help of layout.
 3. Summarize the importance of fire extinguishers in kitchen.
 4. Proper cooking methods saves time, fuel and cost explain with examples.
 5. Explain various types of menus.
 6. Explain about control cycles in a hotel.
 7. Discuss briefly about budgetary controls in kitchen operations.
 8. Discuss briefly about cost control and portion control in kitchen operations.
 9. Write short notes on the following:
 - (a) (a) Boiling
 - (b) (b) Frying.
 10. What are the different methods of purchasing?
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(PGDHM 06)

P.G. DIPLOMA EXAMINATION, NOVEMBER 2021.

First Year

Hotel Management

IT FOR HOSTEL INDUSTRY

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

All questions carry equal marks.

1. Explain the role of computers in management with the help of examples.
 2. Explain the components of CPU.
 3. Define 'MIS'. Discuss the function and characteristics of MIS.
 4. Explain the types of mapping procedures of cache memory.
 5. Explain the different levels of management.
 6. Discuss the automatic data processing.
 7. Explain the applications in functional area of management.
 8. Explain the role of computer in financial department of the company.
 9. Explain decision support system in detail.
 10. Discuss different data transportation packages.
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