

(PGDHM01)

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P.G. DIPLOMA DEGREE EXAMINATION, MAY – 2017

HOTEL MANAGEMENT

Food & Beverage Production

Time : 3 Hours

Maximum Marks : 70

Answer any Five questions
All questions carry equal marks

- Q1)** Examine the importance of controls in a Hotel.
- Q2)** What factors are influencing the determination of Food and Beverage standards?
- Q3)** Prepare a model of purchase order of your choice.
- Q4)** Outline the methods of Inventory Control.
- Q5)** Define 'Cost'. Explain about classification of costs.
- Q6)** What are the objectives of Food costing?
- Q7)** Suggest measures to Control Wastage in Hotels.
- Q8)** Discuss the uses of using computers in food cost control.
- Q9)** Write a note on Beverage dispensing equipment.
- Q10)** What are the legal requirements followed at the time of purchase of liquors.



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P.G. DIPLOMA DEGREE EXAMINATION, MAY – 2017

HOTEL MANAGEMENT

House Keeping Management

Time : 3 Hours

Maximum Marks : 70

*Answer any Five questions
All questions carry equal marks*

- Q1)** Write about the structure of House Keeping Department in any one of the Hotels of your choice.
- Q2)** What are the responsibilities of House Keeping Personnel?
- Q3)** Explain about the types of reports maintained by House Keeping Department.
- Q4)** Discuss the importance of communication among House Keeping Personnel.
- Q5)** Write a note on manual cleaning equipment in a Hotel.
- Q6)** Explain the classification of Cleaning Agents.
- Q7)** What precautions are required at the time of servicing of guest rooms?
- Q8)** What is a work card? Write a model of work card of your choice.
- Q9)** What procedure is involved in cleaning of public areas?
- Q10)** “Restaurant cleaning requires lot of attention”. Discuss.



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P.G. DIPLOMA DEGREE EXAMINATION, MAY – 2017

HOTEL MANAGEMENT

Front Office Management

Time : 3 Hours

Maximum Marks : 70

*Answer any Five questions
All questions carry equal marks*

- Q1)** Discuss about Marketing Condition Approach for establishing room rates.
- Q2)** How do you forecast room availability and room revenue?
- Q3)** What factors are influencing Occupancy Ratio?
- Q4)** Prepare a model of Hotel Income Statement.
- Q5)** Write a brief note on Special Events conducted in a Hotel.
- Q6)** Write about Food and Beverage activities in a Hotel.
- Q7)** Examine the process of recruiting staff into a Hotel.
- Q8)** What are the training practices observed in a Hotel?
- Q9)** Write about performance appraisal methods being followed in Hotels.
- Q10)** Examine the importance of communication among Front Office staff.



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P.G. DIPLOMA DEGREE EXAMINATION, MAY – 2017

HOTEL MANAGEMENT

Nutrition & Food Hygiene

Time : 3 Hours

Maximum Marks : 70

*Answer any Five questions
All questions carry equal marks*

- Q1)** Define 'Hygiene'. Discuss the significance of hygiene in catering industry.
- Q2)** What precautions are required for skin care?
- Q3)** Examine the precautions to be taken by Food handlers.
- Q4)** Write a brief note on Food Borne Diseases.
- Q5)** Describe the measures to be followed for safe disposal of garbage.
- Q6)** What are Pest Control techniques?
- Q7)** How do you take care of your premises?
- Q8)** Suggest important measures for storage of food.
- Q9)** What are the types of vitamins?
- Q10)** What is Balanced Diet? Explain in detail.



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P.G. DIPLOMA DEGREE EXAMINATION, MAY – 2017

HOTEL MANAGEMENT

Kitchen Operations Management

Time : 3 Hours

Maximum Marks : 70

*Answer any Five questions
All questions carry equal marks*

- Q1)** Write a detailed note on 'COOKERY'.
- Q2)** What are the objectives of cooking?
- Q3)** What are convenience foods? Give some examples.
- Q4)** Briefly write about methods of cooking.
- Q5)** What precautions are required at the time of cooking?
- Q6)** Examine the role of kitchen in food preparation.
- Q7)** Suggest measures for reducing cost in food preparation.
- Q8)** What factors are influencing the layout of a kitchen?
- Q9)** What are kitchen equipments? Give some examples.
- Q10)** Outline the problems of maintenance with regard to kitchen.



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P.G. DIPLOMA DEGREE EXAMINATION, MAY – 2017

HOTEL MANAGEMENT

IT for Hotel Industry

Time : 3 Hours

Maximum Marks : 70

Answer any Five questions
All questions carry equal marks

- Q1)** Examine the role of computers in management of Hotels.
- Q2)** “Computers are playing a vital role in Front Office Management”. Discuss.
- Q3)** What are the characteristics of MIS?
- Q4)** What are the methods of Data Processing?
- Q5)** Explain about the process of Decision Making in Hotels.
- Q6)** Write a note on System Development Life Cycle.
- Q7)** Explain the techniques of Inventory Management.
- Q8)** Briefly write about subsystems of MIS.
- Q9)** Write about LAN and WAN.
- Q10)** What are the types of Information Systems?

