

**(DBHM31)**

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**B.H.M. DEGREE EXAMINATION, MAY – 2018**

**Third Year**

**FOOD & BEVERAGE MANAGEMENT**

**Time : 3 Hours**

**Maximum Marks : 70**

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***Answer any Five questions.***

***All questions carry equal marks***

- Q1)** Discuss the determination of F & B standards.
- Q2)** Explain the control cycle in a hotel.
- Q3)** Write a note on bin card and inventory control techniques.
- Q4)** Explain the types of food cost reports.
- Q5)** Explain the concept of menu engineering and its application.
- Q6)** Explain the server responsibilities and service procedures.
- Q7)** Explain how to formulate production plans.
- Q8)** Define Beverage and explain the beverage dispensing equipment.
- Q9)** Write a note on purchasing of liquors.
- Q10)** Discuss the concept of purchase cycle.



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**BHM DEGREE EXAMINATION, MAY – 2018**

**(Examination at the end of Third Year)**

**Third Year**

**ACCOMMODATION OPERATIONS**

**Time : 3 Hours**

**Maximum Marks : 70**

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*Answer any FIVE questions*

*All questions carry equal marks*

- Q1)* Discuss about various approaches for establishing room rates.
- Q2)* State the functions of accommodation management.
- Q3)* Explain how do you prepare a daily operations report.
- Q4)* Listout the elements of revenue management.
- Q5)* Write about potential average single rate, potential average rate and potential average double rate.
- Q6)* Explain about staff recruitment in hotels.
- Q7)* Enumerate the training needs for accommodation management.
- Q8)* Define motivation. Explain its significance.
- Q9)* Write in detail about performance appraisal techniques.
- Q10)* Discuss about defining and redefining of budget plans.



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**B.H.M. DEGREE EXAMINATION, MAY – 2018**

**Third Year**

**Housekeeping Management**

**Time : 3 Hours**

**Maximum Marks : 70**

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*Answer any Five questions*

*All questions carry equal marks*

- Q1)** Explain the features and importance of Housekeeping accommodation operations.
- Q2)** Discuss the duties and responsibilities of Housekeeping personnel.
- Q3)** Define Communication. Discuss its features and importance in a hotel.
- Q4)** Describe the Inter - departmental co - ordination and its importance.
- Q5)** Explain the cleaning and chemical agents with examples.
- Q6)** Explain the storage and maintenance of cleaning equipment.
- Q7)** Discuss the standard cleaning methods.
- Q8)** Write a note on servicing of guest rooms and the standard contents of a guest room.
- Q9)** Discuss the process involved in cleaning of elevators and lobbies.
- Q10)** Describe cleaning of laminated surfaces and floors.



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**B.H.M. DEGREE EXAMINATION, MAY – 2018**

**Third Year**

**INFORMATION TECHNOLOGY FOR HOTEL MANAGEMENT**

**Time : 3 Hours**

**Maximum Marks : 70**

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*Answer any Five questions*

*All questions carry equal marks*

- Q1)** Discuss the role of computers in management of Front Office and Kitchen.
- Q2)** Explain the Data processing methods.
- Q3)** Define Management and explain its functions.
- Q4)** Describe the decision making process.
- Q5)** Discuss the application of MIS in marketing and HR.
- Q6)** Explain the various types of gadgets.
- Q7)** Define MIS. Explain its features and functions.
- Q8)** Discuss in detail the types of decisions.
- Q9)** Write a note on DSS models.
- Q10)** Explain the steps in system development life cycle.



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**B.H.M. DEGREE EXAMINATION, MAY – 2018**

**Third Year**

**COMMUNICATION & SOFT SKILLS**

**Time : 3 Hours**

**Maximum Marks**

**:70**

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**Answer any five of the following questions.**

**All questions carry equal marks.**

- Q1)** Explain the various modern forms of communication.
- Q2)** List out the qualities of a good business letter.
- Q3)** Describe the benefits of communication with use of written and oral communication.
- Q4)** What are the barriers to communication? Discuss the guidelines for overcoming these barriers.
- Q5)** What are different formats of communication?
- Q6)** What are the skills and procedures should be considered while drafting representations?
- Q7)** Explain significance and importance of speaking skills in Seminar and Conference.
- Q8)** Write a short notes on:  
a) Enquiry letter  
b) Sales letter
- Q9)** What is a group? State the characteristics of a group.
- Q10)** What precautions are required while writing a report?



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**B.H.M. DEGREE EXAMINATION, MAY - 2018**

**Third Year**

**HOTEL ENGINEERING & MAINTENANCE**

**Time : 3 Hours**

**Maximum Marks : 70**

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**Answer any five questions**  
**All questions carry equal marks**

- Q1)** Discuss the types of maintenance.
- Q2)** Explain the advantages and disadvantages of contract maintenance.
- Q3)** Describe equipment replacement policy and circumstances under which equipment is replaced.
- Q4)** Explain types of joint in detail.
- Q5)** Discuss reasons and preventions of leakage.
- Q6)** Explain types of plumbing equipment.
- Q7)** Discuss the economic replacement policy for abruptly falling equipment.
- Q8)** Explain the types of contract.
- Q9)** What are the materials used in construction of ceiling and flooring? Explain.
- Q10)** Explain water softening by base exchange method.

