

(PGDHM01)

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P.G. DIPLOMA DEGREE EXAMINATION, MAY – 2018

HOTEL MANAGEMENT

Food & Beverage Production

Time : 3 Hours

Maximum Marks :70

Answer any five questions.

All questions carry equal marks.

- Q1)** Write about importance of controls in hotels.
- Q2)** What are purchase cycles? Explain about them.
- Q3)** Explain the following:
- a) Ordering goods
 - b) Purchase order
 - c) Reviewing procedures
- Q4)** What do you mean by cost? Explain briefly the types of food cost reports.
- Q5)** Explain about standard food costs in brief.
- Q6)** Enumerate the procedure of production planning and formulation of production plans.
- Q7)** State the duties and responsibilities of server.
- Q8)** Write short notes of the following:
- a) Receiving control
 - b) Store room control
 - c) Service control
- Q9)** Explain about control cycles in a hotel.
- Q10)** Explain the following.
- a) Inventory control
 - b) Delivery hours
 - c) Bin card.



(PGDHM02)

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P.G. DIPLOMA DEGREE EXAMINATION, MAY – 2018

HOTEL MANAGEMENT

Housekeeping Management

Time : 3 Hours

Maximum Marks : 70

Answer any five of the following questions.

All questions carry equal marks

- Q1)** What are the duties and responsibilities of housekeeping personnel?
- Q2)** Explain about the layout and essential features of housekeeping.
- Q3)** Discuss the relationship between housekeeping department and reception department.
- Q4)** What do you mean by Duty Rota? Briefly explain it.
- Q5)** Elucidate the role of cleaning agents in a hotel.
- Q6)** Describe the importance of cleaning equipment used in house keeping.
- Q7)** What are the standard cleaning methods?
- Q8)** Explain about placement and frequency of change.
- Q9)** Write about cleaning process of various surfaces and walls.
- Q10)** What is the procedure used for cleaning of food servicing area



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P.G. DIPLOMA DEGREE EXAMINATION, MAY – 2018

HOTEL MANAGEMENT

Front Office Management

Time : 3 Hours

Maximum Marks :70

Answer any five questions.

All questions carry equal marks.

- Q1)** Discuss about the Hobart formula approach in establishing room rates.
- Q2)** Explain about various redefining budget plans.
- Q3)** How should they prepare rooms division income statement in front office? Explain.
- Q4)** What do you understand by potential average? Explain about single rate and double rate potential averages.
- Q5)** Write short notes on the following:
a) Group room sales
b) Transient room sales
c) Special events
- Q6)** What are the various steps involved in selecting human resources?
- Q7)** Enumerate different methods on measures taken for motivating staff in a hotel.
- Q8)** Briefly explain about incentive programs.
- Q9)** How does the management evaluate the applicants in selection process? Explain.
- Q10)** Explain about the preparation of daily operations report and budget reports.



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P.G. DIPLOMA DEGREE EXAMINATION, MAY – 2018

HOTEL MANAGEMENT

Nutrition & Food Hygiene

Time : 3 Hours

Maximum Marks : 70

Answer any five questions.

All questions carry equal marks

Q1) What is the importance of Hygiene in catering industry?

Q2) What are food borne diseases? Give examples.

Q3) Discuss personal hygiene with regard to feet and teeth.

Q4) Explain about food contamination. What are its negative affects?

Q5) Describe the significance of pest control.

Q6) What are the precautions to be taken while cleaning the premises and equipment?

Q7) Give the classification of proteins and the functions and sources of proteins?

Q8) Explain the importance, functions and sources of vitamins.

Q9) Write about correct handling and storage temperatures of different commodities to prevent spoilage.

Q10) What do you mean by Balanced diet? How do you prepare the menu plan for the children?



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P.G. DIPLOMA DEGREE EXAMINATION, MAY – 2018

HOTEL MANAGEMENT

Kitchen Operations Management

Time : 3 Hours

Maximum Marks :70

Answer any five questions.

All questions carry equal marks.

- Q1)** Explain various precautions to be taken while using the cookery articles.
- Q2)** Explain the aims, objectives of cooking.
- Q3)** Discuss briefly culinary history of cooking.
- Q4)** What are convenience foods and briefly discuss about convenience foods.
- Q5)** Define budget and what are budgetary control methods.
- Q6)** Examine the importance of kitchen in a hotel.
- Q7)** What is cost? Explain the importance of cost control.
- Q8)** Define food and discuss briefly about the premises of good preparation.
- Q9)** Briefly write about kitchen equipment.
- Q10)** What problems are involved in kitchen maintenance?



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P.G. DIPLOMA DEGREE EXAMINATION, MAY – 2018

HOTEL MANAGEMENT

IT for Hotel Industry

Time : 3 Hours

Maximum Marks :70

Answer any five questions.

All questions carry equal marks.

- Q1)** Explain the role of computers in management.
- Q2)** What is MIS? Discuss the importance of MIS.
- Q3)** Explain in detail about types of information systems.
- Q4)** Elucidate decision support system.
- Q5)** Write a note on:
a) Fascimile
b) Structured decision
c) WAN
- Q6)** Discuss MIS subsystems in detail.
- Q7)** Explain system development in MIS.
- Q8)** Explain data processing methods.
- Q9)** Discuss DSS nideks – Expect system and office automation system.
- Q10)** Discuss levels of management in system development.

