

Total No. of Questions : 10]

PGDHM01

**P.G. DIPLOMA DEGREE EXAMINATION,
JUNE/JULY - 2019
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)** Give a brief note on the methods of Inventory Control.
- Q4)** Define Cost and what are different types of food cost reports.
- Q5)** What do you mean by variance analysis? Discuss the process of Cost Variance analysis.
- Q6)** How computers are being used for controlling the cost of food? Explain.
- Q7)** What do you mean by forecasting? Discuss the forecasting requirements of food in a Hotel.
- Q8)** Write a short note on the following:
- a) Delivery hours.
 - b) Bin Card.
 - c) Perceptual Inventory.
- Q9)** What are the legal requirements for purchasing of Liquors?
- Q10)** Explain the concept of quality and discuss the different controlling standards for maintaining the better quality.

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PGDHM02

**P.G. DIPLOMA DEGREE EXAMINATION,
JUNE/JULY - 2019
HOTEL MANAGEMENT
Housekeeping Management**

Time : 3 Hours

Maximum Marks : 70

Answer any five of the following questions

All questions carry equal marks

- Q1)** Describe the duties and responsibilities of House Keeping Personnel.
- Q2)** Explain about the types of reports maintained by House Keeping department.
- Q3)** How does Communication play vital role among House Keeping Personnel?
- Q4)** Write about Electrical Cleaning Equipment and also show that how it is better than a manual cleaning.
- Q5)** Explain in brief about placement and frequency of change.
- Q6)** Discuss the standards to be maintained for guest rooms.
- Q7)** Trace out various ways for cleaning surfaces and metals. Explain in detail.
- Q8)** What are the different kinds of Chemicals used for Cleaning and Storage of Equipment?
- Q9)** Explain the organisational structure of housekeeping department in Small, Medium and Large organisations.
- Q10)** Describe the relationship of House Keeping department with guests and other departments.

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PGDHM03

P.G. DIPLOMA DEGREE EXAMINATION, JUNE/JULY - 2019

HOTEL MANAGEMENT

Front Office Management

Time : 3 Hours

Maximum Marks : 70

Answer any five questions
All questions carry equal marks

- Q1)** Explain about establishing room rates with the help of Hobart formula.
- Q2)** What are the different methods required for motivating staff in a hotel?
- Q3)** How do you forecast room availability and room revenue? Explain.
- Q4)** Write short notes on the following :
- a) Group room Sales.
 - b) Special Events.
 - c) Equivalent Occupancy.
- Q5)** Explain about the preparation of daily operations report and budget reports.
- Q6)** What is recruitment? Explain about Internal and External sources of recruitment.
- Q7)** Briefly explain the concept of yield statistic and identical yields.
- Q8)** Discuss the concept and methods of performance appraisal.
- Q9)** Enumerate various steps involved in selecting human resources.
- Q10)** How do you say that communication is important among front office staff? Explain in detail.

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PGDHM04

P.G. DIPLOMA DEGREE EXAMINATION, JUNE/JULY - 2019

HOTEL MANAGEMENT

Nutrition & Food Hygiene

Time : 3 Hours

Maximum Marks : 70

Answer any five questions
All questions carry equal marks

- Q1)** Discuss how contamination and spoilage is prevented in hotels?
- Q2)** Define “Menu Planning” and discuss its importance.
- Q3)** Explain the sources of food and bring out their nutritive value.
- Q4)** Classify vitamins and state their functions.
- Q5)** Explain the considerations in the planning of menu for school going children.
- Q6)** Define personal hygiene. Explain it in relation to skin and hands.
- Q7)** Bring out the importance of hygiene in the catering industry.
- Q8)** Explain the techniques employed to dispose of garbage safely.
- Q9)** Suggest the initiatives for an effective pest control in brief.
- Q10)** Enumerate the techniques that may be employed to keep the premises clean and hygiene.

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PGDHM05

**P.G. DIPLOMA DEGREE EXAMINATION,
JUNE/JULY - 2019
HOTEL MANAGEMENT
Kitchen Operations Management**

Time : 3 Hours

Maximum Marks : 70

Answer any five questions
All questions carry equal marks

- Q1)** Draw a neat layout of kitchen of a 5 star hotel.
- Q2)** Explain about control cycles in a hotel.
- Q3)** Explain the following :
- a) Ordering goods.
 - b) Purchase order.
 - c) Reviewing procedures.
- Q4)** Explain about standard food costs in brief.
- Q5)** State the duties and responsibilities of server.
- Q6)** Discuss briefly about Budgetary controls in kitchen operations.
- Q7)** Explain briefly about the methods of purchasing.
- Q8)** Define cooking. Discuss briefly the aims and objectives of cooking.
- Q9)** Discuss briefly about cost control and portion control in kitchen operation.
- Q10)** Write short notes on the following :

- a) Boiling.
- b) Poaching.
- c) Baking.
- d) Frying.



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PGDHM06

**P.G. DIPLOMA DEGREE EXAMINATION,
JUNE/JULY - 2019
HOTEL MANAGEMENT
IT for Hotel Industry**

Time : 3 Hours

Maximum Marks : 70

Answer any five questions
All questions carry equal marks

- Q1)** Define expert system and explain its importance in hotels.
- Q2)** Discuss briefly about automatic data processing methods.
- Q3)** Define management and discuss various levels of management.
- Q4)** How are computers used in different functional areas? Explain.
- Q5)** Describe briefly about feasibility study while making decisions.
- Q6)** What is the importance and application of computers in Hotel industry?
- Q7)** What is Inventory Management and how computers are useful in this area?
- Q8)** Define gadget and what are the different types of gadgets.
- Q9)** What are programmable and non-programmable decisions? Explain in brief.
- Q10)** Explain the different stages of system development life-cycle.

