

(PGDHM 01)

PG DIPLOMA EXAMINATION, MAY – 2015

HOTEL MANAGEMENT

Paper - I : Food & Beverage Production

Time : 3 Hours

Maximum Marks : 75

Answer any Five questions.

All questions carry equal marks.

- 1) Bring out the phases in the control cycle of a hotel.
- 2) How are standards determined for food and beverages?
- 3) State the contents of standard purchase specification.
- 4) What are the merits of FIFO and LIFO methods of issue of inventory?
- 5) Explain different kinds of food cost reports.
- 6) Bring out the applications of menu engineering.
- 7) State the considerations while formulating production plans.
- 8) Describe the use of computers in food cost control.
- 9) Explain the legal requirements relating to purchase of liquors.
- 10) How do you select beverage dispensing equipment?



(PGDHM 02)

PG DIPLOMA EXAMINATION, MAY – 2015

HOTEL MANAGEMENT

Paper - II : Housekeeping Management

Time : 3 Hours

Maximum Marks : 75

Answer any Five questions

(5 x 15 = 75)

All questions carry equal marks

- 1) Explain the organizational structure of housekeeping dept.
- 2) Classify hotels and state their features.
- 3) Describe the importance of communication in hotel industry.
- 4) Discuss the relationship between housekeeping and front office.
- 5) Elucidate the manual equipment used in cleaning.
- 6) Bring out the storage of cleaning agents.
- 7) Give an account of spring cleaning.
- 8) Explain the servicing of guest rooms and vacant rooms.
- 9) Enumerate the cleaning of floors and walls.
- 10) Elucidate the cleaning of lobbies and restaurants.



(PGDHM 03)

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Paper – III : Front Office Management

Time : 3 Hours

Maximum Marks : 75

Answer any Five questions.

All questions carry equal marks.

(5 x 15 = 75)

- 1) What are the functions of front office management.
- 2) How are room rates fixed in hotels?
- 3) How do you prepare hotel income statement?
- 4) Bring out the operations of front office.
- 5) Give an account of management of special events.
- 6) Describe the computation of multiple occupancy percentage.
- 7) What are the tools employed while selecting hotel personnel?
- 8) Give an account of sources of recruitment of hotel staff.
- 9) Discuss the techniques of appraisal of performance of hotel staff.
- 10) Suggest incentives to motivate hotel staff.



(PGDHM 04)

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HOTEL MANAGEMENT

Paper – IV : Nutrition & Food Hygiene

Time : 3 Hours

Maximum Marks : 75

Answer any Five questions.

(5 x 15 = 75)

All questions carry equal marks.

- 1) Bring out the significance of hygiene in catering industry.
- 2) Explain the use of cosmetics in personal hygiene.
- 3) Suggest measures to control food contamination.
- 4) Give an account of safe disposal of garbage.
- 5) State the precautions that the food handlers should take.
- 6) Give an account of food borne diseases.
- 7) How do you prevent spoilage commodities?
- 8) What are the features of balance diet?
- 9) State the nutritive value of food.
- 10) Describe the care required for hotel premises and equipment.



(PGDHM 05)

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HOTEL MANAGEMENT

Paper – V : Kitchen Operations Management

Time : 3 Hours

Maximum Marks : 75

Answer any Five questions.

All questions carry equal marks.

- 1) Describe the significance of cookery in hotel management.
- 2) What are convenience foods?
- 3) Discuss different methods of cooking food.
- 4) Draw a model organization chart for kitchen.
- 5) What are the considerations in the layout of kitchen?
- 6) State the objects of cooking.
- 7) Enumerate the maintenance of kitchen equipment.
- 8) Explain the preparation of food forecasting and budgeting.
- 9) State the operations related to kitchen management.
- 10) What are the techniques followed in the storage of food?



(PGDHM 06)

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HOTEL MANAGEMENT

Paper – VI : IT for Hotel Industry

Time : 3 Hours

Maximum Marks : 75

Answer any Five questions.

(5 x 15 = 75)

All questions carry equal marks.

- 1) Explain the role of computers in hotel industry.
- 2) State the application of computers in management.
- 3) What are the functions and features of MIS?
- 4) Bring out different methods of data processing.
- 5) Enumerate the kinds of decisions that the management takes in Policy making.
- 6) Bring out the stages in system development life cycle.
- 7) State the application of MIS in marketing.
- 8) Describe the scope of use of MIS in the management of inventory.
- 9) Give an account of LAN, WAN and PBX.
- 10) Discuss the transaction and batch processing information systems.

