

(DBHM 31)

B.H.M. DEGREE EXAMINATION, DECEMBER - 2015

(Examination at the end of Final Year)

HOTEL MANAGEMENT

Paper - I : Food & Beverage Management

Time : 3 Hours

Maximum Marks : 75

Answer any five questions

All questions carry equal marks

- 1) Mention the duty of an assistant Steward.
- 2) State the importance of Local Sales Promotion.
- 3) Explain about "Initial Forecasting".
- 4) "Promotion is one of the four marketing variables" How?
- 5) Explain what is understood by Gueridon service.
- 6) Explain the importance of variable costs in Break-Even Analysis.
- 7) Write a short paragraph on the characteristics & wants of potential customers in the market segmentation.
- 8) How does Demographical factor affect the catering operation?
- 9) Where do we buy liquor & what are the legal requirements?
- 10) What is the meaning of Costs & What are the different types of Costs?



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Paper - II : Accommodation Operations

Time : 3 Hours

Maximum Marks : 75

Answer any five questions

All questions carry equal marks

- 1) Explain about Front office procedures.
- 2) Define about Room Revenue forecasting.
- 3) What are the qualities of Front office staff?
- 4) Define Hotel. Explain about its importance.
- 5) What are the different kinds of rooms?
- 6) Explain about single average room rate & double average room rate.
- 7) What are the amenities placed in star hotel Room?
- 8) How do you calculate Room revenue?
- 9) Define Room budget planning.
- 10) Explain about Room operation.



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Paper - III : Housekeeping Management

Time : 3 Hours

Maximum Marks : 75

Answer any five questions

All questions carry equal marks

- 1) Explain the role of house keeping department in accommodation operation.
- 2) Classify hotels and state their features.
- 3) Draw organizational structure of housekeeping department.
- 4) Explain the resorts maintained by housekeeping department.
- 5) How do you select electrical cleaning equipment.
- 6) Classify cleaning agents state their uses.
- 7) What are the advantage of spring cleaning?
- 8) Enumerate the procedure of cleaning guest and departure rooms.
- 9) Explain the process of cleaning food service area.
- 10) Describe the procedure followed in the cleaning of public areas and restaurants.



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Paper - IV : Information Technology for Hotel Management

Time : 3 Hours

Maximum Marks : 75

Answer any five questions

All questions carry equal marks

- 1) Define Computers and its diverse.
- 2) Explain about the role of computer in hotel management.
- 3) What is MIS? Explain about its function.
- 4) What is Data processing methods?
- 5) Explain about types of information system.
- 6) What are DSS models?
- 7) What are the differences between PABX & PBX?
- 8) Explain about Voicer transmission device.
- 9) What is the concept of Automatic Data processing?
- 10) Explain about different gadgets.



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Paper - V : Communication & Soft Skills

Time : 3 Hours

Maximum Marks : 75

Answer any five questions

All questions carry equal marks

- 1) Discuss the significance of communication.
- 2) Explain the features of different forms of communication.
- 3) What are the physical aspects of a letter.
- 4) Describe the steps involved in organising a conference.
- 5) Enumerate the purpose for which meeting are conducted.
- 6) Define sentence. How do you construct it?
- 7) Bring out the consideration while preparing resuming.
- 8) Explain the essential of effective speech.
- 9) Write a model essay on an event known to you.
- 10) Examine the nature and process of communication.



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Paper - VI : Hotel Engineering & Maintenance

Time : 3 Hours

Maximum Marks : 70

Answer any five questions

All questions carry equal marks

- 1) Explain the various sources of fuel used at a star hotel.
- 2) Draw a neat diagram of organization chart of engineering department at a star hotel.
- 3) Give short answer to the following:
 - a) Ampere
 - b) Volt
 - c) Ohm
- 4) Describe open circuit & short circuit
- 5) Explain the water system management in hotels
- 6) Explain various types of Refrigeration.
- 7) Explain the various types of fire extinguishers used in star hotels.
- 8) Explain cable elevator & hydraulic elevator.
- 9) Explain the duties & responsibilities of electricians in star hotels.
- 10) Classify types of doors & windows.

