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BHM DEGREE EXAMINATION, DEC. – 2016

Third Year

FOOD & BEVERAGE MANAGEMENT

Time : 3 Hours

Maximum Marks: 75

Answer any Five questions
All questions carry equal marks

- Q1)** Write a note on purchase cycle.
- Q2)** Explain use of computers in food cost control.
- Q3)** Discuss the contents of marketing environment.
- Q4)** What are the sources of supply and selection of supplier.
- Q5)** Write a note on.
- a) Store design
 - b) Bin card
 - c) Inventory control.
- Q6)** Determine the various F & B standards.
- Q7)** Explain inventory procedures – LIFO and FIFO.
- Q8)** Elucidate financial consideration in F & B operations.
- Q9)** What are the legal requirements followed while purchasing liquor?
- Q10)** Write a note on Beverage dispensing equipment.



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BHM DEGREE EXAMINATION, DEC. – 2016

**Third Year
ACCOMMODATION OPERATIONS**

Time : 3 Hours

Maximum Marks: 75

Answer any Five questions
All questions carry equal marks

- Q1)** Explain functions of management.
- Q2)** How are room rates established? Explain.
- Q3)** How to evaluate front office operations?
- Q4)** Explain the elements of revenue management.
- Q5)** Explain internal and external recruiting sources.
- Q6)** What are structured and unstructured interview?
- Q7)** Write a note on hotel income statement.
- Q8)** What are the duties of front office staff?
- Q9)** How to forecast room revenue and expenses ?
- Q10)** What factors are influencing the fixation of room rates?



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BHM DEGREE EXAMINATION, DEC. – 2016

Third Year

HOUSEKEEPING MANAGEMENT

Time : 3 Hours

Maximum Marks: 75

Answer any Five questions

All questions carry equal marks

Q1) Discuss the role and importance of housekeeping accommodation operations.

Q2) Classify the hotels and types of guest rooms.

Q3) Write a note on cleaning agents and its uses.

Q4) What are the commonly used equipments in cleaning?

Q5) Explain the standard Cleaning methods.

Q6) Discuss the servicing of guest rooms and departure rooms.

Q7) Explain Cleaning of floors, walls and laminated surfaces.

Q8) Discuss Cleaning of lobbies and elevators.

Q9) Explain the organization structure of house keeping department.

Q10) Describe the relationship of house keeping with guests and other departments.



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BHM DEGREE EXAMINATION, DEC. – 2016

Third Year

INFORMATION TECHNOLOGY FOR HOTEL MANAGEMENT

Time : 3 Hours

Maximum Marks: 75

Answer any Five questions.

All questions carry equal marks.

Q1) Explain the role of computers in management of restaurant, kitchen and house-keeping.

Q2) Define MIS. Explain its features and functions.

Q3) Explain the types of decisions.

Q4) Explain the application of MIS in functional areas of management.

Q5) Discuss about types of information system.

Q6) What are programmable and non-programmable decisions?

Q7) Write a note on system development.

Q8) Explain LAN and WAN.

Q9) Discuss about Transaction Processing System.

Q10) What is Data Transformation Package ? Give some examples.



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BHM DEGREE EXAMINATION, DEC. – 2016

Third Year

COMMUNICATION & SOFT SKILLS

Time : 3 Hours

Maximum Marks: 75

Answer any Five questions
All questions carry equal marks

- Q1)** Discuss nature and significance of communication .
- Q2)** What are the barriers to Communication?
- Q3)** Explain the types and ways to Communicate .
- Q4)** What are the various forms of written Communication?
- Q5)** How to make a seminar successful? Explain in detail
- Q6)** Write a note on Report writing.
- Q7)** Describe the essentials of an effective speech .
- Q8)** State the merits and demerits of Communication.
- Q9)** What are the points to be kept in mind while writing an essay.
- Q10)** State the points to be Considered while holding a seminar



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BHM DEGREE EXAMINATION, DEC. – 2016

Third Year

HOTEL ENGINEERING & MAINTENANCE

Time : 3 Hours

Maximum Marks: 75

Answer any five questions
All questions carry equal marks

- Q1)** Discuss the process of organization of Maintenance Department.
- Q2)** What are the advantages of contract maintenance ?
- Q3)** What is the role and importance of Replacement policy in the hotel industry?
- Q4)** Explain about Economic Replacement Cycle.
- Q5)** Suggest measures to make water more soften.
- Q6)** Write a note on water taps.
- Q7)** What are the types of joints and plumbing equipment?
- Q8)** How should an employee react in case of fire accident?
- Q9)** Explain different types of interior wall finishes.
- Q10)** Suggest measures to control leakages in ceiling.

