

(PGDHM01)

Total No. of Questions : 10]

[Total No. of Pages : 01

P.G. DIPLOMA DEGREE EXAMINATION, DECEMBER – 2018

HOTEL MANAGEMENT

Food & Beverage Production

Time : 3 Hours

Maximum Marks :70

Answer any five questions.

All questions carry equal marks.

- Q1)** Define standard and discuss the different standards with regard to recipies.
- Q2)** Discuss about control cycle in a Hotel.
- Q3)** What is selection? What is the procedure for selecting the suppliers?
- Q4)** Briefly explain about techniques of inventory control.
- Q5)** Explain the concept and significance of menu engineering.
- Q6)** What are the objectives of food costing?
- Q7)** What are the types of food cost reports?
- Q8)** Distinguish between production planning and service planning.
- Q9)** Explain various legal requirements to be considered while purchasing of liquers.
- Q10)** Define and discuss the standard revenue control.



(PGDHM02)

Total No. of Questions : 10]

[Total No. of Pages : 01

P.G. Diploma DEGREE EXAMINATION, DECEMBER – 2018

HOTEL MANAGEMENT

Housekeeping Management

Time : 3 Hours

Maximum Marks :70

Answer any Five questions.

All questions carry equal marks.

- Q1)** Discuss about the organisational structure of House keeping department.
- Q2)** Discuss the duties and responsibilities of house keeping personnel.
- Q3)** Discuss the importance of maintaining relationship with guests and other departments.
- Q4)** What is communication and explain the importance of communication in a hotel?
- Q5)** Discuss the concept of cleaning equipment and who are the cleaning agents.
- Q6)** Describe the meaning of training and what is the need and importance of training for hotel personnel.
- Q7)** Briefly explain about methods of cleaning in a Hotel.
- Q8)** What is a work card? Prepare a model of it.
- Q9)** What are the standard contents of a guest room?
- Q10)** Discuss the need and importance of cleaning of public areas.

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(PGDHM03)

Total No. of Questions : 10]

[Total No. of Pages : 01

P.G. Diploma DEGREE EXAMINATION, DECEMBER – 2018

HOTEL MANAGEMENT

Front Office Management

Time : 3 Hours

Maximum Marks :70

Answer any five questions.

All questions carry equal marks.

- Q1)** What is management and discuss various functions of management.
- Q2)** Discuss the concept of forecasting and explain about forecasting room revenue.
- Q3)** Explain the procedure for evaluating front office operations.
- Q4)** Explain the concept of reports and discuss various types of reports.
- Q5)** Discuss the different elements of Revenue Management.
- Q6)** Briefly discuss the potential Average and multiple occupancy percentage.
- Q7)** Discuss the concept of recruiting and what are the sources of recruiting hotel personnel.
- Q8)** Discuss the concept of training and why training is needed for hotel staff.
- Q9)** Enumerate different methods of performance appraisal and suggest which methods are more beneficial.
- Q10)** Discuss the communication process and different styles of communication.

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(PGDHM04)

Total No. of Questions : 10]

[Total No. of Pages : 01

P.G. Diploma DEGREE EXAMINATION, DECEMBER – 2018

HOTEL MANAGEMENT

Nutrition & Food Hygiene

Time : 3 Hours

Maximum Marks :70

- Q1)** Explain precautions to be taken in preventing the food borne diseases.
- Q2)** Describe Hygiene and discuss briefly about care of skin during winter season.
- Q3)** What are the measures to be taken for storage of food in hotels?
- Q4)** What diseases are identified because of water contamination?
- Q5)** Define carbohydrates and how much proportionate of carbohydrates is required for the better health.
- Q6)** What is Balanced diet? Give some examples.
- Q7)** What are nutrition value items? Give some examples.
- Q8)** Examine the need and importance of care of equipment.
- Q9)** Explain the term “Menu Planning”. What is its importance?
- Q10)** Discuss the need for pest control in Hotel.

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(PGDHM05)

Total No. of Questions : 10]

[Total No. of Pages : 01

P.G. Diploma DEGREE EXAMINATION, DECEMBER – 2018

HOTEL MANAGEMENT

Kitchen Operations Management

Time : 3 Hours

Maximum Marks :70

Answer any five questions.

All questions carry equal marks.

- Q1)** Give an overview on cookery with regard to the restaurants.
- Q2)** Explain the culinary history of cooking.
- Q3)** Explain different methods of cooking.
- Q4)** What are the steps involved in selecting the premises for food preparation?
- Q5)** Write about uses of kitchen equipment.
- Q6)** Explain about the kitchen organization and layout in large hotels.
- Q7)** Describe the duties and responsibilities of chef in kitchen organisation.
- Q8)** What are the precautions to be taken while cooking the food?
- Q9)** What are the objectives of cooking?
- Q10)** Write short notes on the following:
- a) Kitchen
 - b) Meal production
 - c) Baking.

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(PGDHM06)

Total No. of Questions : 10]

[Total No. of Pages : 01

P.G. DIPLOMA DEGREE EXAMINATION, DECEMBER – 2018

HOTEL MANAGEMENT

IT for Hostel Industry

Time : 3 Hours

Maximum Marks :70

Answer any five questions.

All questions carry equal marks.

- Q1)** Explain the role of computers in Restaurant.
- Q2)** What is data life cycle? Explain data processing methods in detail.
- Q3)** Explain different types of Gadgets in MIS.
- Q4)** Discuss transaction processing system and Batch processing.
- Q5)** Elucidate data information package.
- Q6)** Write a note on :
- a) PBX
 - b) LAN
 - c) Unstructured decision
- Q7)** Explain applications in functional areas of management.
- Q8)** What is the role of Accounts receivable and accounts payable in MIS.
- Q9)** What are the applications of MIS? Explain in detail.
- Q10)** Explain design implementation and maintenance in system development.

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