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B.H.M. DEGREE EXAMINATION, MAY – 2017

(Examination at the End of Third Year)

Food & Beverage Management

Time : 3 Hours

Maximum Marks : 75

Answer any Five questions

All questions carry equal marks

- Q1)** Explain the determinants of F & B standards.
- Q2)** Discuss in detail the procedure of Inventory taking.
- Q3)** Explain production planning and food purchasing.
- Q4)** Briefly explain about variance analysis.
- Q5)** Write a note on Beverage dispensing equipment.
- Q6)** What are the responsibilities of a server?
- Q7)** Explain in detail the standard recipies.
- Q8)** How to prepare standard purchase specifications? Explain.
- Q9)** What are the standard cost control techniques?
- Q10)** What are the objectives of food costing?



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BHM DEGREE EXAMINATION, MAY - 2017

(Examination at the end of Third Year)

ACCOMMODATION OPERATIONS

Time : 3 Hours

Maximum Marks : 75

Answer any five questions

All questions carry equal marks

- Q1)** Explain rule of thumb approach for fixing the rates of rooms.
- Q2)** Define front office. Discuss how to evaluate the front office operations.
- Q3)** Explain the methods for measuring the potentiality of operations of front office.
- Q4)** Discuss the techniques of selection of employees.
- Q5)** Explain various methods of performance appraisal.
- Q6)** Write a note on redefining budgetary plans.
- Q7)** Explain the components of hotel income statements.
- Q8)** Define revenue management. Discuss the different elements and objectives of revenue management.
- Q9)** Define training. Discuss the objectives, need and prerequisites of training.
- Q10)** Explain the incentive plans in detail.



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BHM DEGREE EXAMINATION, MAY - 2017

(Examination at the end of Third Year)

Housekeeping Management

Time : 3 Hours

Maximum Marks : 75

Answer any five questions

All questions carry equal marks

- Q1)** Explain the organisational structure of Housekeeping department.
- Q2)** Write a brief note on classification of Hotels.
- Q3)** Examine the need and significance of interdepartmental coordination in a Hotel.
- Q4)** What are the resorts maintained by Housekeeping department?
- Q5)** What are the different types of cleaning equipment used in Hotels?
- Q6)** Write a brief note on 'Cleaning Agents'.
- Q7)** Explain the procedure involved in servicing of guest rooms.
- Q8)** What are the standard contents of a guest room?
- Q9)** Outline the process of cleaning public areas.
- Q10)** What precautions are required in cleaning of food service areas?



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BHM DEGREE EXAMINATION, MAY - 2017

(Examination at the end of Third Year)

INFORMATION TECHNOLOGY FOR HOTEL MANAGEMENT

Time : 3 Hours

Maximum Marks : 75

Answer any five questions

All questions carry equal marks

- Q1)** Discuss the role of computers in Hotel Management.
- Q2)** Explain the functions of Management Information system.
- Q3)** Explain data mining method of data processing.
- Q4)** Discuss the concept of programmed decisions and non-programmed decisions in detail.
- Q5)** What is meant by feasibility study of system analysis? Explain it in detail.
- Q6)** “MIS inventory system is a feature rich module designed to help, manage and control your inventory”. Comment.
- Q7)** What are MIS reports and how do you prepare it?
- Q8)** Explain the components and characteristics of decision support system.
- Q9)** Define office automation. Explain the different types of office automation.
- Q10)** Discuss how computers are applicable for House keeping.



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BHM DEGREE EXAMINATION, MAY - 2017

(Examination at the end of Third Year)

Communication & Soft Skills

Time : 3 Hours

Maximum Marks : 75

Answer any five questions

All questions carry equal marks

- Q1)** Describe the nature and importance of communication. What are its objectives?
- Q2)** What are the advantages of written communication? Are there any disadvantages.
- Q3)** Explain briefly merits and demerits of non verbal communication.
- Q4)** Discuss different styles of communication.
- Q5)** Discuss the essential features of business letter.
- Q6)** What are different kinds of presentations?
- Q7)** Write a note on meetings.
- Q8)** What is a proposal? How is it different from a report?
- Q9)** Outline the importance of reports in commerce and industry. What are the essentials of a good report.
- Q10)** Discuss motivation as a function of communication. Give some examples of motivation in support of your answer.



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BHM DEGREE EXAMINATION, MAY - 2017

(Examination at the end of Third Year)

Hotel Engineering & Maintenance

Time : 3 Hours

Maximum Marks : 75

Answer any five questions

All questions carry equal marks

- Q1)** Explain the concept of lumpsum contract.
- Q2)** Discuss the circumstances under which equipment is replaced.
- Q3)** Briefly explain water system in a Hotel.
- Q4)** Explain the reasons for prevention of hardness water.
- Q5)** Explain the objectives and significance of maintenance department.
- Q6)** What is meant by declining to efficiency? Discuss.
- Q7)** Explain economic replacement cycle for abruptly falling equipments in details.
- Q8)** Discuss cold and hot water system in detail.
- Q9)** What are reasons for leaking in the construction of a building?
- Q10)** Define service contract. Explain its nature and significance in detail.

