

**SIXTH SEMESTER (CUCBCSS—UG) DEGREE (SPECIAL) EXAMINATION
MARCH 2021**

Hotel Management and Catering Science

BSH/C 6B 12—FOOD AND BEVERAGE MANAGEMENT

(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

Section A

Answer all the questions.

Each question carries 1 mark.

1. Inventory includes raw materials, _____ and finished goods.
2. _____ pricing takes the element of a menu item and simply adds a predetermined mark up.
3. _____ is the cost shared between two departments.
4. _____ is a pre-determined date after which something is no longer be safe to consume.
5. _____ is the cost added by producing one additional unit of a product.
6. _____ is the document used to get items from other departments in a hotel.
7. _____ is also known as pre-costing.
8. A _____ is defined as a section of the organization defined for the purpose of budgetary control.
9. 'Carte du Jour' means _____.
10. Expand the term EOQ.

(10 × 1 = 10 marks)

Section B

Answer at least five questions.

Each question carries 4 marks.

All questions can be attended.

Overall Ceiling 20.

11. What is standard recipe ?
12. What are tent cards ?
13. What is budget ?
14. What you mean by fixed cost? Give an example.

Turn over

15. Define the term 'Sales Variance'.
16. What you mean by lead time ?
17. What is ECR ?
18. What is meant by production control ?
19. What is indent ?
20. What is cyclic menu ?

(5 × 4 = 20 marks)

Section C

*Answer at least **four** questions.*

Each question carries 8 marks.

All questions can be attended.

Overall Ceiling 32.

21. Write a note on the 'aims of storing control'.
22. What you mean by physical inventory and perpetual inventory ?
23. Write a short note on menu pricing approaches.
24. What is 'limiting factor' in budgetary control ? Mention any *two* limiting factors.
25. Write a note on elements of cost ?
26. List down the different types of frauds in bar operations.
27. Draw a break even graph and note the main factors.
28. What are the most important factors to be taken care while receiving items ?

(4 × 8 = 32 marks)

Section D

*Answer any **one** question.*

The question carries 18 marks.

29. (a) Explain different types of Budget.
(b) Write a short note on the objectives of budgetary control.
30. What you mean by inventory? Explain the different factors that determining the inventory level ?
31. What is menu? "Menu is an effective marketing tool". Illustrate.

(1 × 18 = 18 marks)

**SIXTH SEMESTER (CUCBCSS—UG) DEGREE [SPECIAL] EXAMINATION
MARCH 2021**

Hotel Management and Catering Science
BSH 6B 11—ROOMS DIVISION MANAGEMENT
(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

Section A

Answer all questions.

Each question carries 1 mark.

1. Revenue per available room = Total room revenue / _____.
2. _____ is the computer reservation system for a chain or group of hotel to enable them to sell their rooms effectively.
3. _____ is the computer-based systems linked globally through satellites, which are used for hotel reservations, airline reservations and other travel arrangements.
4. Yield management also called _____.
5. Potential average single rate = single room revenue divided by _____.
6. The number of guests staying on a particular night is called _____.
7. _____ is the Company set up by the Ministry of Finance, under Companies Act to promote skill development.
8. Expansion of TQM is _____.
9. _____ is one of the five key practices involved in Japanese 5 S.
10. A degree or certificate is one of the skill included in _____ skill.

(10 × 1 = 10 marks)

Section B

Answer at least five questions.

Each question carries 4 marks.

All questions can be attended.

Overall Ceiling 20.

11. Write two example of GDS.
12. What is Kiosk ?

Turn over

13. Define duration control in yield management.
14. State the formula for room occupancy percentage.
15. How to calculate ADR ?
16. What is rate spread ?
17. Expand NSDC.
18. Describe the importance of multitasking skill in hospitality industry.
19. What Does 5S Stand For ?
20. What is Seiso in Japanese 5 s practices ?

(5 × 4 = 20 marks)

Section C

Answer at least four questions.

Each question carries 8 marks.

All questions can be attended.

Overall Ceiling 32.

21. What is general management softer in PMS.
22. Write a short note on CRS.
23. How to react to variations in demand in order to maximize yield.
24. Give a detailed account on forecasting booking in front office operations.
25. What is tertiary displacement in yield management ?
26. Explain about the soft skill requirement for the hospitality industry.
27. Explain the structured organizational approach of Total Quality Management.
28. Explain PDCA cycle.

(4 × 8 = 32 marks)

Section D

Answer any one question.

The question carries 18 marks.

29. Explain the reason for having a computerized front office in the hotel.
30. Discuss the term capacity management, discount allocation, and duration control.
31. Explain the concept, benefit and diadvantages of total quality management.

(1 × 18 = 18 marks)

**SIXTH SEMESTER (CUCBCSS—UG) DEGREE [SPECIAL] EXAMINATION
MARCH 2021**

Hotel Management and Catering Science
BSH 6B 10—ACCOMMODATION MANAGEMENT
(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

Section A

*Answer all questions.
Each question carries 1 mark.*

1. _____ is a floating oriental flower arrangement.
(a) Moribana. (b) Morimano.
(c) Ukibana.
2. _____ mask the yellowish tinge developed in white fabrics after repeated laundering.
(a) Surfactants. (b) Bleaches.
(c) Optical whiteners.
3. The specialized function of stain removal carried out by skilled personnel called _____
(a) Dry cleaner. (b) Spotter.
(c) Laundry attendant.
4. A _____ is a spot or localized discoloration left on fabric by reaction with or absorption of a foreign substance.
(a) Tarnish. (b) Stain.
(c) Mildew.
5. A hotel linen that is officially declared unfit for use is _____.
(a) Damaged linen. (b) Seconds.
(c) Discarded linen.

6. The executive housekeeper needs to determine the _____ for each inventory item to maintain the inventory levels.
- (a) Minimum inventory quantity. (b) Maximum inventory quantity.
(c) Par level.
7. Dirty and stained linen that requires laundering is called _____.
- (a) Condemned linen. (b) Dirty linen.
(c) Soiled linen.
8. Creatures that are nearly always present and require regular control is _____.
- (a) Potential pest. (b) Continuous pest.
(c) sporadic pest.
9. Type of wastes resulting directly from human, animal bodies and produced in hospitals :
- (a) Biological waste. (b) Hazardous waste.
(c) Liquid waste.
10. _____ is the final step in the washing process to give a crisp appearance to the linen
- (a) Rinse. (b) Starch.
(c) Bleach.

(10 × 1 = 10 marks)

Section B

Answer at least five questions.

Each question carries 4 marks.

All questions can be attended.

Overall Ceiling 20.

11. What is known as non-recycled inventory ?
12. What is the term 'Foliage' ?
13. What are built up stains ?
14. What is the term 'cutting down' ?
15. What is meant by parasite ?
16. What is known as contract services ?

17. What is Saponification ?
18. Who is Valet ?
19. What is the term 'Laundromat' ?
20. What is known as lead time quantity ?

(5 × 4 = 20 marks)

Section C

Answer at least four questions.

Each question carries 8 marks.

All questions can be attended.

Overall Ceiling 32.

21. What are the major factors to be considered when purchasing linen ?
22. What are the points to be considered when positioning laundry equipments ?
23. What are the major activities of linen room ?
24. What are the objectives of pest control ?
25. Explain the planning provisions to be made for leisure facilities.
26. What factors would you kept in mind while conditioning cut flowers ?
27. Discuss how linen control can be maintained in a hotel.
28. What are the procedures to remove the following stains ?
 - (a) Ball point ink.
 - (b) Paints.

(4 × 8 = 32 marks)

Section D

Answer any one question.

The question carries 18 marks.

29. Explain the advantages and disadvantages of on-premises laundry and off-premises laundry.
30. Explain the various factors to be kept in mind while designing uniforms for hotel staff.
31. What are the various equipments used in the laundry ? Explain.

(1 × 18 = 18 marks)

**SIXTH SEMESTER (CUCBCSS—UG) DEGREE [SPECIAL] EXAMINATION
MARCH 2021**

Hotel Management and Catering Science
BSH 6B 09—FRONT OFFICE OPERATIONS
(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

Section A

Answer all questions.

Each question carries 1 mark.

1. Two guest rooms that are located next to each other and are connected by a locked door between them is known as _____.
 - a) Adjacent room.
 - b) Adjoining room.
 - c) Duplex room.
2. _____ is cash paid out by the hotel on behalf of the guest.
 - a) Visitors Tabular Ledger.
 - b) Visitors Paid out.
 - c) Visitors Payment Voucher.
3. A _____ is a hotel employee who provides information and personalized services to guest.
 - a) Bell boy.
 - b) Concierge.
 - c) Receptionist.
4. A date by which a provisional booking needs to be confirmed is called _____.
 - a) Final date.
 - b) Deadline date.
 - c) Guaranteed booking.
5. A Density chart is _____.
 - a) Availability of rooms of a particular type.
 - b) Chart which controls staff working hours.
 - c) A planning chart.
6. An arrival list is _____.
 - a) The name and address of all resident.
 - b) Alphabetical list of guest due to arrive.
 - c) Alphabetical list of guest who have arrived.

Turn over

7. Rooms with a good view, normally over viewing hills, garden, mountains are known as :
- Studio room.
 - Cabana.
 - Lanai.
8. The price at which the hotel rooms are sold before applying discount is _____.
- Room rate.
 - Rack rate.
 - Crib rate.
9. What should be considered while checking for availability of room ?
- Your personal relations with guest.
 - Guest request.
 - Behavior of guest.
10. House limit means :
- A guest credit limit established by the airport authority.
 - A guest credit limit is established by the credit card company.
 - A guest credit limit established by the hotel.

(10 × 1 = 10 marks)

Section B

*Answer at least **five** questions.*

Each question carries 4 marks.

All questions can be attended.

Overall Ceiling 20.

- What is Form C ?
- Define crib rate.
- What is errand card ?
- What is pre-registration ?
- What is credit card ?
- What is paging ?
- What do you mean by a guaranteed reservation ?
- Write the information which is written in a guest registration card.
- Explain the term "No Show".
- Define scanty baggage.

(5 × 4 = 20 marks)

Section C

*Answer at least **four** questions.*

Each question carries 8 marks.

All questions can be attended.

Overall Ceiling 32.

21. Explain the sources of reservation.
22. What are the essential qualities required for the front office staff ?
23. List out the various points to be considered while handling guest complaints.
24. Elaborate the job description of bell captain.
25. What are the different types of hotels ?
26. What are the functions of night audit ?
27. Give a short notes on "different meal plans in the hotel".
28. Describe the types of accounts in the front office accounting system.

(4 × 8 = 32 marks)

Section D

*Answer any **one** question.*

The question carries 18 marks.

29. Draw the neat organization chart of the front office department in the large hotel. Explain the duties and responsibilities of the front office manager.
30. Explain the procedures of foreign currency encashment.
31. How to control guest room keys in front office ? Explain.

(1 × 18 = 18 marks)