

**SIXTH SEMESTER U.G. DEGREE EXAMINATION, MARCH 2022**

(CBCSS—UG)

Hotel Management and Catering Science

BSH/C 6B 12—FOOD AND BEVERAGE MANAGEMENT

(2019 Admissions)

Time : Two Hours

Maximum : 60 Marks

**Section A***Answer at least **eight** questions.**Each question carries 2 marks.**All questions can be attended.**Overall Ceiling 16.*

1. Define Fixed Costs ?
2. Expand EOQ.
3. Define Perpetual Inventory.
4. What are the merits of LIFO ?
5. \_\_\_\_\_ has the shortest storage life of any alcoholic beverage ?
6. Calculate Inventory Turnover rate ?
7. Define a Jigger.
8. Define POS.
9. What are the advantages of Electronic Cash Transfer ?
10. What is Capital Budget ?
11. What is SUIVANT KOT ?
12. What is Duplicate Checking Method ?

(8 × 2 = 16 marks)

**Turn over**

**Section B**

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

*Each question carries 6 marks.*

*All questions can be attended.*

*Overall Ceiling 24.*

13. What are the objectives of Inventory Control ?
14. Explain Physical Inventory Form ?
15. What are the steps involved in Proper Purchase Procedures ?
16. What are the merits of FIFO and LIFO ?
17. What are the types of Bar Frauds ?

(4 × 6 = 24 marks)

**Section C**

*Answer any **two** questions.*

*Each question carries 10 marks.*

18. What are the different modes of Payment ?
19. Explain Perpetual Inventory in detail.
20. Explain the Storage of Beer and Wine ?
21. Describe Sales Control System. Explain its functions and Procedures.

(2 × 10 = 20 marks)

**SIXTH SEMESTER U.G. DEGREE EXAMINATION, MARCH 2022**

(CBCSS—UG)

Hotel Management and Catering Science

BSH 6B 11—ROOMS DIVISION MANAGEMENT

(2019 Admissions)

Time : Two Hours

Maximum : 60 Marks

**Section A***Answer at least **eight** questions.**Each question carries 2 marks.**All questions can be attended.**Overall Ceiling 16.*

1. What is CRS ? Give two examples
2. What is RevPar ?
3. What is room revenue analysis ?
4. What does ADR show ?
5. Why is it important to understand RevPar ?
6. What is Customer satisfaction score (CSAT) ?
7. What do you understand by CAN DO ATTITUDE ?
8. Define Total quality Management ?
9. Define Benchmarking ?
10. How do you calculate yield ?
11. What do you understand by Anticipated group business ?
12. What is Business process re-engineering (BPR) ?

(8 × 2 = 16 marks)

**Section B**

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

*Each question carries 6 marks.*

*All questions can be attended.*

*Overall Ceiling 24.*

13. Write a note on NSDC ?
14. Explain different types of bench-marking ?
15. Briefly explain non guest operated PMS interfaces ?
16. Why are soft skills being so importance for hospitality staffs ?
17. What are the challenges in yield management ?

(4 × 6 = 24 marks)

**Section C**

*Answer any **two** questions.*

*Each question carries 10 marks.*

18. What are 10 essential soft skills that a future hospitality and tourism manager should master ?
19. Discuss in detail digital and interactive signage in the hospitality industry ?
20. Explain in details hotel yield management ?
21. Discuss the steps involves in the selection of PMS ?

(2 × 10 = 20 marks)

**SIXTH SEMESTER U.G. DEGREE EXAMINATION, MARCH 2022**

(CBCSS—UG)

Hotel Management and Catering Science

BSH 6B 10—ACCOMMODATION MANAGEMENT

(2019 Admissions)

Time : Two Hours

Maximum : 60 Marks

**Section A***Answer at least eight questions.**Each question carries 2 marks.**All questions can be attended.**Overall Ceiling 16.*

1. What is IKABANA ?
2. What is SB ?
3. What is a Prong ?
4. What is dirty dozen ?
5. What is briefing ?
6. What is a Suzie ?
7. What is a headboard?
8. What are dominant flowers in flower arrangement ? Give any *two* examples.
9. What is a cost-plus percentage profit basis contract ?
10. How to eradicate the infestation of bed bugs ?
11. What is the importance of creating a room inspection checklist ?
12. What is water mattress ?

(8 × 2 = 16 marks)

**Turn over**

**Section B**

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

*Each question carries 6 marks.*

*All questions can be attended.*

*Overall Ceiling 24.*

13. What are the advantages of outsourcing ?
14. Draw layout of Linen room.
15. Explain the nature of the guest complains.
16. Explain the rules of purchasing linen in a hotel.
17. Write short note on flower arrangement in different locations at the hotel ?

(4 × 6 = 24 marks)

**Section C**

*Answer any **two** questions.*

*Each question carries 10 marks.*

18. Explain Laundry wash cycle ?
19. Explain the procedure for room cleaning with the help of a flow chart ?
20. Enlist the Guidelines for hiring contract services and explain advantages and disadvantages of contract services ?
21. What is guest room inspection ? What are the points to be considered while checking guest bed room and bath room ?

(2 × 10 = 20 marks)

**SIXTH SEMESTER U.G. DEGREE EXAMINATION, MARCH 2022**

(CBCSS-UG)

Hotel Management and Catering Science

BSH 6B 09—FRONT OFFICE OPERATION

(2019 Admissions)

Time : Two Hours

Maximum : 60 Marks

**Section A***Answer atleast **eight** questions.**Each question carries 2 marks.**All questions can be attended.**Overall ceiling 16.*

1. Define non-refundable rate.
2. Write down the basic Responsibilities of Front Office Department.
3. What are Casino Hotels ?
4. Flow leadership becomes an important trait for a hospitality staff.
5. Explain about Bell Desk.
6. What is Continental Plan ?
7. Define Guaranteed Reservation.
8. What is Guest cycle ?
9. What is folio ? Which are *four* common types of folios used in front office department ?
10. Define Wake-up call.
11. What is meant by Safe Deposit Locker ?
12. What is room tariff ?

(8 × 2 = 16 marks)

**Turn over**

**Section B**

*Answer atleast **four** questions.*

*Each question carries 6 marks.*

*All questions can be attended.*

*Overall ceiling 24.*

13. Give some examples of guest complaints due to service-related issues.
14. Mention the duties of Reception Supervisor.
15. Write a note on Reception/Registration Section and its functions.
16. Explain briefly the Importance of front office organization.
17. "The reservation process is of vital importance to a hotel". Justify this statement with relevant points.

(4 × 6 = 24 marks)

**Section C**

*Answer any **two** questions.*

*Each question carries 10 marks.*

18. Explain the Personal traits of hospitality employees ?
19. Explain the Classification of hotels ?
20. Describe different meal plans provided by hotels ?
21. Explain the Function areas under The Front Office Organization ?

(2 × 10 = 20 marks)



**SIXTH SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION  
MARCH 2022**

Hotel Management and Catering Science  
BSH 6B 11—ROOMS DIVISION MANAGEMENT  
(2017 and 2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

**Part A**

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

Fill in blanks :

1. \_\_\_\_\_ is the characteristics of services.
2. ISO was founded in the year \_\_\_\_\_.
3. \_\_\_\_\_ is the beneficial tool for Yield Management ?
4. Communication is a \_\_\_\_\_ process in which there is an exchange and chain of ideas towards a mutually acceptable direction.
5. Hand movements are symbolical under the category of gestures of kinesics. Here wringing hands may symbolize \_\_\_\_\_.
6. 'Personality' comes from the Latin persona, meaning \_\_\_\_\_.
7. \_\_\_\_\_, comparison against the best within the same organization or corporation, often called benchmarking within your own class.
8. \_\_\_\_\_ is a compound of two Japanese words that together translate as "good change" or "improvement."
9. \_\_\_\_\_ is/are transmitted through three basic organisation, the family, religious organization and educational institutions, and in today's society education institutions are playing an increasingly greater role in that regard
10. The \_\_\_\_\_ is used as the benchmark quotation of a hotel's room rate.

(10 × 1 = 10 marks)

Turn over

**Part B**

*Answer any **eight** questions.*

*Each question carries 2 marks.*

11. What is Future arrival dates status reports ?
12. What is Snag list ?
13. What is Single arrival date history report ?
14. What is Fidelio ?
15. Which of the strategy favours potential high and low demand strategy/tactics ?
16. Under which strategy Revenue Management is properly utilized in a hotel.
17. To which department the concierge report ?
18. Which system allows hotels and their corporate office to access rooms inventoary and make reservation simultaneously ?
19. House keeping attendant typically clean and service how many rooms per shift ?
20. What is Confirmed reservations ?

(8 × 2 = 16 marks)

**Part C**

*Answer any **six** questions.*

*Each question carries 4 marks*

21. What are the disadvantages of Timeshare business ?
22. What do you mean by Reference group ?
23. What are hard skills ?
24. How yield management is working based on supply and demand ?
25. Describe about Sort (seiri) in Japanese 5 S.
26. What are the advantages of Revenue Management Software ?

27. What are the Limitations of Computer in Management ?
28. State the Application of Yield Management in Hospitality Sector.

(6 × 4 = 24 marks)

**Part D**

*Answer any **two** questions.*

*Each question carries 15 marks.*

29. Quality is planned not accidental. Discuss with examples from hospitality industry.
30. Briefly describe the concept of revenue management and discuss its importance in hospitality business.
31. Explain about the elements of Yield Management in Front Office

(2 × 15 = 30 marks)

**SIXTH SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION, MARCH 2022**

Hotel Management and Catering Science

BSH 6B 10—ACCOMMODATION MANAGEMENT

(2017 to 2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

I. Answer *all* the questions and choose the correct answer from the options given below, each question carries 1 mark :

- 1 There are primarily two types of linen rooms \_\_\_\_\_ and \_\_\_\_\_.
  - a) Centralized and decentralized.
  - b) Common and uncommon.
  - c) Public and private.
- 2 The following activities are associated with linen room :
  - a) Sorting and counting.
  - b) Buying and selling.
  - c) Washing and delivering.
- 3 A \_\_\_\_\_ service is a service in a hotel that washes and irons clothes for guests.
  - a) Linen room.
  - b) Laundry.
  - c) Pantry.
- 4 Laundries which are situated inside the hotel premises known as \_\_\_\_\_ laundry.
  - a) Off premises.
  - b) On premises.
  - c) Main store.
- 5 The importance of \_\_\_\_\_ is to achieve beauty, expressiveness and functionalism.
  - a) Hotel renovation.
  - b) Interior design.
  - c) Decoration.
- 6 The \_\_\_\_\_ flower arrangement is based on symmetrical grouping of different flowers.
  - a) Western style of.
  - b) Modern style of.
  - c) Oriental style of.

**Turn over**

- 7 \_\_\_\_\_ is cellular plastic substance. This is also known as 'oasis'.
- a) Floral Foam.
  - b) Chicken Wire.
  - c) Pin -Holders.
8. \_\_\_\_\_ oversee the work of housekeeping staff and ensure that hotels, resorts, hospitals, universities, office buildings, and other facilities are kept clean and tidy.
- a) Front office supervisor.
  - b) Housekeeping supervisors.
  - c) Linen supervisor.
- 9 A workplace\_\_\_\_\_ is a tool used to ensure that the workplace is well organized, hygienic, and safe for all employees.
- a) Housekeeping checklist.
  - b) Front office checklist.
  - c) Maintenance checklist.
- 10 \_\_\_\_\_ is the business practice of hiring a party outside a company to perform services.
- a) Contract.
  - b) Outsourcing.
  - c) Agreement.

(10 × 1 = 10 marks)

II. Write any *six* short answer questions, each question carries 2 marks :

- 11 What is linen and uniform attendant ?
- 12 Write two equipment using in linen room.
- 13 How many pars are needed in the laundry cycle ?
- 14 What is Washer-Extractors ?
- 15 What is Calendar machine ?
- 16 Define Ikebana.
- 17 What is decorative design.
- 18 Write some common flowers using for flower arrangement.

- 19 What are the responsibilities of housekeeping ?
- 20 How do checklists help in good supervision of housekeeping ?

(8 × 2 = 16 marks)

III. Write any *six* short essay questions, each question carries 4 marks :

- 21 What is the importance of linen par stock ?
- 22 What are the duties and responsibilities of linen keeper ?
- 23 Write the Qualities of good laundry.
- 24 Write the advantages and disadvantages of on premises Hotel laundry.
- 25 Explain the General procedure of stain removal.
- 26 What are six aspects of harmony ?
- 27 Write some Tips for keeping the flower arrangement fresh.
- 28 What is the main responsibility of housekeeping supervisor ?

(6 × 4 = 24 marks)

IV. Write any *two* essay questions, each question carries 15 marks :

- 29 Describe the essential features to be kept in mind while planning for a linen room.
- 30 Explain various process in laundering.
- 31 Explain the importance of interior design.

(2 × 15 = 30 marks)

**SIXTH SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION, MARCH 2022**

Hotel Management and Catering Science

BSH 6B 09—FRONT OFFICE OPERATIONS

(2017 and 2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

I. Answer *all* questions and choose the correct answer from the options, each carries 1 mark :

- 1 A situation when the total number of rooms reserved for a certain period of time exceeds the total number of rooms available for sale for the same period \_\_\_\_\_.
  - (a) Upselling.
  - (b) Cross selling.
  - (c) Overbooking.
- 2 A measure of the average rate paid for the rooms sold, calculated by dividing total room revenue by rooms sold \_\_\_\_\_.
  - (a) Average Daily Rate.
  - (b) Corporate rate.
  - (c) Rack rate.
- 3 "Generous and friendly treatment of visitors and guests or hospitable treatment." \_\_\_\_\_.
  - (a) Hospitality.
  - (b) Unfriendliness.
  - (c) Unsociable.
- 4 A hotel guest that leaves the hotel prior to date that they had originally indicated \_\_\_\_\_.
  - (a) Overstay.
  - (b) Under stay.
  - (c) Stay over.
- 5 Includes all three meals, breakfast, lunch and dinner for the length of your stay \_\_\_\_\_.
  - (a) American plan.
  - (b) European plan.
  - (c) Continental plan.
- 6 Receiving messages for in-house guests in their absence, recording them and communicating them to the guests as soon as possible is known as \_\_\_\_\_.
  - (a) Mail handling.
  - (b) Message handling.
  - (c) Telephone handling.

**Turn over**

- 7 List displays all guests arriving on a certain day or within a certain set time period \_\_\_\_\_.
- (a) Departure list. (b) Arrival list.  
(c) Wait list.
- 8 No baggage or a piece of light baggage consisting of briefcase or airbag \_\_\_\_\_.
- (a) Scanty baggage. (b) Left luggage.  
(c) Checked baggage.
- 9 A 'coupon' given to a guest for a specific prepaid service (accommodation in a hotel) handheld out by a travel agency \_\_\_\_\_.
- (a) Voucher. (b) Folio.  
(c) Ledger.
- 10 End-of-day tasks, including processing guest payments, balancing reports, reconciling the cash drawers at the front desk, and preparing invoices for the following day \_\_\_\_\_.
- (a) Interim audit. (b) Payroll audit.  
(c) Night audit.

(10 × 1 = 10 marks)

II. Write any *eight* short answer questions, each carries 02 marks :

- 11 What is pre-registration in a hotel ?  
12 What is Form C in front office ?  
13 What is the importance of room tariff ?  
14 What are the 4 stages of the guest cycle ?  
15 What is a continental plan ?  
16 What is folio in front office ?  
17 What is a left luggage ?  
18 What are the modes of payments ?  
19 What are 2 types of reservation ?  
20 What do you mean by rooming the guest ?

(8 × 2 = 16 marks)

III. Write any *six* short essay questions, each carries 04 marks :

- 21 What is safe deposit locker in hotel ?  
22 What is the front office accounting cycle ?  
23 What is guest complaint in hotel ?



- 24 What is foreign exchange in front office ?
- 25 What is the importance of reservation to the guest ?
- 26 What are the responsibilities of a front office manager ?
- 27 What is wakeup call procedure ?
- 28 How do hotels determine room rates ?

(6 × 4 = 24 marks)

IV. Write any *two* essay questions, each carries 15 marks :

- 29 What are the different classification of hotels ? Explain in detail.
- 30 Why key control is important in hospitality industry ? Comment.
- 31 What is check out and settlement ? Explain in detail.

(2 × 15 = 30 marks)

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