20U580 (Pages: 2) Name: .....

Reg.No: .....

FIFTH SEMESTER B.Sc. DEGREE EXAMINATION, NOVEMBER 2022

(CBCSS - UG)

CC20U BSH5 B09 - ROOM DIVISION MANAGEMENT

(Catering Science and Hotel Management - Core Course)

(2020 Admission - Regular)

Time : 2.00 Hours Maximum : 60 Marks

Credit : 3

Part A (Short answer questions)

Answer ***all*** questions. Each question carries 2 marks.

1. Name examples of sales/catering software currently on the market.
2. Why is interfacing important in a property management system? What are some examples of interfacing?
3. Differentiate (briefly) between the activitites in a daily, weekly and monthly RM team meeting.
4. What is the formula of forecasting?
5. Distinguish between ADR and ARR.
6. Examine how is rev-par useful in comparing different hotels.
7. List the techniques to be used to increase the market share.
8. Explain how front office needs to communicate with Banqueting.
9. Express Don’ts of Hotel Communication.
10. Define Total Quality.
11. Mention some major objectives of Quality Circle projects.
12. Recall the possible Pitfalls of Benchmarking.

(Ceiling: 20 Marks)

Part B (Short essay questions - Paragraph)

Answer ***all*** questions. Each question carries 5 marks.

13. Group the most common front office software modules. Estimate how do they streamline front office record keeping.
14. Categorize the advantages and disadvantages of yield management.
15. Compare the metrics of RevPAR and ARR in measuring Hotel performnce.

16. Determine the various ways to improve hotel occupancy percentage.

17. Describe the workplace benefits when soft skills are present among employees.

18. Summarize the hard skills required in the hospitalty sector.

19. Examine the advantages of 5S in quality maintenance in ana organisation.

(Ceiling: 30 Marks)

Part C (Essay questions)

Answer any ***one*** question. The question carries 10 marks.

20. Make a report on any five different property management systems used in hotels.

21. Define the term yield.Analyze the significance of yield management in front office operations.

(1 × 10 = 10 Marks)

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