**19U660**

Name: ...............................

Reg.No: ..............................

### SIXTH SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2022
(CBCSS - UG)
### CC19U BSH6 B11 - ROOMS DIVISION MANAGEMENT
(Catering Science & Hotel Management - Core Course)
(2019 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. State the different information required in the module Guest History'.

2. Name and describe the different hotel computer systems that interface with the PMS.

3. Differentiate (briefly) between the activitites in a daily, weekly and monthly RM team meeting.

4. Discuss strategies to use when demand is high.

5. Distinguish between room occupancy percentage and the average daily rate.

6. Distinguish between ADR and ARR.

7. Examine the relation of RevPAR and ADR.

8. Explain how front office needs to communicate with Banqueting.

9. Express Do's of Hotel Communication.

10. What is quality policy statement?

11. What is a Kaizen?

12. Distinguish between Kaizen and BPR.

**(Ceiling: 20 Marks)**

**Part B** (Short essay questions - Paragraph)
Answer *all* questions. Each question carries 5 marks.

13. Quotethe meaning by Property Management System? Talk about the different PMS's used in Front Office by different hotels.

14. State the definition of yield. Examine the benefits of yield management.

15. Construct a detailed note on the different methods used for measuring Hotel Performance.

16. Analyze and Express the term -rightful market share in your own words.

17. Dissect the soft skill requirement for the service industry.

18. Examine how NSDC is contributing towards skill development in the country.

19. Dissect Six Sigma Problem Solving Method.

**(Ceiling: 30 Marks)**

**Part C** (Essay questions)

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

20. Estimate the Points to consider while selecting a PMS in detail.

21. Organize the records required for roomavailability forecasting.

**(1 × 10 = 10 Marks)**

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