FIFTH SEMESTER B.Sc. DEGREE EXAMINATION, NOVEMBER 2024

(CBCSS - UG)

(Regular/Supplementary/Improvement)

CC20U BSH5 B09 - ROOMS DIVISION MANAGEMENT

(Hotel Management and Catering Science - Core Course)

(2020 Admission onwards)

Time : 2.00 Hours Maximum : 60 Marks

Credit : 3

Part A (Short answer questions)

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

1. Write two examples of the modules in PMS.

2. Express the advantages of a kiosk.

3. What do you understand by transinent room sales?

4. Explain in your own words the concept of revenue management.

5. Define GOPPAR.

6. Explain Adjusted revenue per available room(ARPAR).

7. Differentiate between Market share and Sharing Market.

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

9. Define hard skill.

10. Talk about any two TQM techniques.

11. Define 5S.

12. Define Six Sigma.

(Ceiling: 20 Marks)

Part B (Short essay questions - Paragraph)

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

13. Make a list of the points to be considered while selecting the PMS.

14. Construct different methods to motivate employees and make them more effective in yield management.

15. Quote the formula for calculating the ADR and calculate the Average Daily Rate(ADR) of a hotel with 500 rooms who has daily room revenue of Rs.500000/-

16. Inspect whether rev-par useful in comparing different hotels.

17. Analyze the human resource functions that allow for soft skill development.

18. Group the soft skills required in the hospitality industry and the role of NSDC in skill development.

19. Explain Kaizen principle.

(Ceiling: 30 Marks)

Part C (Essay questions)

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

20. Make a report on any 5 different property management systems used in hotels.

21. Arrange the external and internal factors influencing forecasting.

(1 × 10 = 10 Marks)

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