

18U637

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Name:

Reg. No.....

SIXTH SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2021

(CUCBCSS-UG)

CC18U BSH6 B11 - ROOMS DIVISION MANAGEMENT

(Hotel Management & Catering Science –Core Course)

(2018 Admission- Regular)

Time: Three Hours

Maximum: 80 Marks

SECTION A

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

1. CRS stands for -----.
2. The ratio of total output generated to actual potential is known as -----.
3. Selective overbooking is also called as -----.
4. Different guest profiles included in a yield management plan is called -----.
5. PMS stands for -----.
6. ----- Data is required for the calculation of occupancy percentage.
7. The Japanese concept for continuous overall improvement is -----.
8. The measure of the quality of product or service is known as -----.
9. A system designed to manage the operations of equipments and instruments that consume energy is known as -----.
10. A guest who leaves the hotel without clearing the payment is called -----.

(10 × 1 = 10 Marks)

SECTION B (Short Answer)

Answer any *eight* questions. Each question carries 2 marks.

11. What is POS?
12. What do you mean by forecasting?
13. Who is a night auditor?
14. Define RevPAR.
15. What do you understand by Yield?
16. Define occupancy percentage.
17. What is no-show percentage? How is it calculated?
18. What is Bench Marking?
19. Talk about quality, especially in the context of the hotel industry.
20. What do you understand by market share?

(8 × 2 = 16 Marks)

SECTION C (Short Essays)

Answer any *six* questions. Each question carries 4 marks.

21. Briefly explain Japanese 5s practices.
22. Differentiate soft skill and hard skill in hospitality industry.
23. What are the criteria for evaluating the performance of a hotel?
24. How does the quality of products and services affect guest's satisfaction? Explain.
25. Write a short essay on automation in hotels.
26. What are the benefits of quality management in hotel industry?
27. Explain the major data required for forecasting.
28. Give a short note on property management system.

(6 × 4 = 24 Marks)

SECTION D (Essay questions)

Answer any *two* questions. Each question carries 15 marks.

29. Explain in details the role of NSDC in the skill development of people in India.
30. What are the four most common front office software modules? How do they streamline front office record keeping?
31. What do you mean by Yield Management? Explain the benefits of yield management.

(2 × 15 = 30 Marks)
