

R1326

Sub. Code

9HM6C1

B.Sc. DEGREE EXAMINATION, APRIL – 2024

Sixth Semester

Catering Science and Hotel Management

HOTEL ENGINEERING

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Expand the term LPG.
2. Name any two solid fuels.
3. Define Fuse.
4. Expand the term p^H.
5. What is Humidity?
6. Define Latent heat.
7. Define Price rate.
8. What is Pollution?
9. Define Ceramics.
10. What is Wax?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the responsibilities of Maintenance department?

Or

- (b) Enlist the principles of heat transfer.

12. (a) Differentiate AC from DC.

Or

- (b) List out the various energy conservation methods.

13. (a) Draw the principles of Refrigeration.

Or

- (b) Analyze the conditions for comfort unit of Air conditioning.

14. (a) Examine the various reasons for Water pollution.

Or

- (b) Give the features of Preventive maintenance.

15. (a) Discuss the various types of flooring.

Or

- (b) Enlist the various uses of paints.

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Draw the organization chart of Maintenance department in a large hotel.
 17. Outline the fundamentals of electricity.
 18. Discuss the various fire detectors.
 19. Give the advantages and disadvantages of contract maintenance.
 20. How will you classify Polishes?
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R1327

Sub. Code

9HM6C2

B.Sc. DEGREE EXAMINATION, APRIL – 2024

Sixth Semester

Catering Science and Hotel Management

REVENUE MANAGEMENT

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define: Strategic Pricing
2. List the 4Ps of marketing mix.
3. What do you mean by revenue management?
4. What is called differential pricing?
5. Why revenue management is necessary in hospitality industry?
6. What are the two types of channel management?
7. Define: Market analysis.
8. What are known as star reports?
9. What is called F&B revenue analysis?
10. What is revenue change?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b)

11. (a) Write short notes on revenue management.

Or

- (b) Explain the concept of role of cost in pricing.

12. (a) Describe about the role of service and pricing

Or

- (b) Describe the relationship between quality and price.

13. (a) Briefly write about the methods of inventory.

Or

- (b) Explain about ethical aspects of revenue management.

14. (a) Discuss about the implementation of distribution channel management?

Or

- (b) Describe the role of competition set analysis.

15. (a) Describe the importance of food and beverage revenue analysis.

Or

- (b) How does the revenue generated efficiently in service department?

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Elucidate the 4P's of marketing mix in detail.
 17. Describe the concept of arts and science in strategic pricing.
 18. How does the classification of guest by market segmentation is done?
 19. Describe the types and influence of channel management.
 20. Explain the evaluation of revenue in food service management.
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R1328

Sub. Code

9HM6E2

B.Sc. DEGREE EXAMINATION, APRIL – 2024

Sixth Semester

Catering Science and Hotel Management

Elective – HUMAN RESOURCE MANAGEMENT

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define: HR Planning.
2. What is called as Line Manager?
3. What do you mean by Job Specification?
4. What is called Exit interview?
5. List the types of training offered by HR dept.
6. Define: Appraisal.
7. What is called as PayScale?
8. Expand: PF, ESI.
9. List the various trade unions in India.
10. What is called Collective Bargaining?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b)

11. (a) Write short notes on Globalization.

Or

- (b) Explain the concept of Line and Staff authority.

12. (a) Describe about the concept of testing.

Or

- (b) What are the points to be considered for conducting an interview?

13. (a) Write about the types of training offered in hotel industry

Or

- (b) Explain about the importance of career planning.

14. (a) Write briefly about the issues in compensation.

Or

- (b) What are the benefits offered for an employee by HR department?

15. (a) How to handle the grievances of employees?

Or

- (b) What is the procedure for terminating a employee from the company?

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Elucidate the changing role of HR management in hospitality sector.
17. Differentiate between Recruitment Selection process.
18. How does the employee training help the organization into profit path?
19. Explain the factors determining and establishing of pay rates.
20. Explain the causes of accidents in the workplace.
