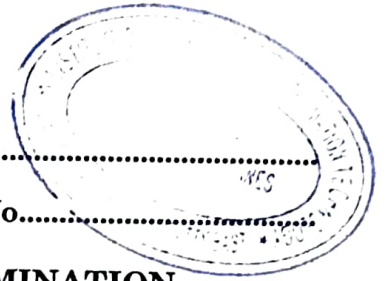


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Name.....

Reg. No.....



**SIXTH SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION  
MARCH 2021**

Hotel Management and Catering Science  
BSH 6B 11—ROOM DIVISION MANAGEMENT  
(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

**Section A**

*Answer all questions.*

*Each question carries 1 mark.*

1. Yield management is designed to measure revenue achievement.
2. Average room rate = Total room revenue/number of room available.
3. Credit limit is the limit of amount of money up to which the guest is allowed credit facility.
4. Cross training is the training of employees in other related job positions.
5. Accepting reservations for more rooms than the actual available room is called over stay.
6. PMS is the generic term for applications of computer hardware and software used to manage a hotel.
7. Kiosk is the computer terminal system that automatically registers a guest and dispenses a key.
8. Opera is the example of PMS.
9. NSDC is the Company set up by the Ministry of Finance, under Companies Act to develop infrastructure.
10. Total quality management describe a long term success management approach by satisfy the customer.

(10 × 1 = 10 marks)

**Turn over**

**Section B**

*Answer at least **five** questions.*

*Each question carries 4 marks.*

*All questions can be attended.*

*Overall Ceiling 20.*

11. Expand GDS.
12. What is point of sale system ?
13. Define capacity management.
14. What is room count ?
15. State the formula for ARR.
16. What is GopPar ?
17. Define soft skill.
18. Describe the importance of communication skill in hospitality industry.
19. What is PDCA cycle ?
20. What is Seiton in Japanese 5 s practices ?

(5 × 4 = 20 marks)

**Section C**

*Answer at least **four** questions.*

*Each question carries 8 marks.*

*All questions can be attended.*

*Overall Ceiling 32.*

21. Explain about front office interface in PMS.
22. What is reservation management software in PMS ?
23. What is secondary displacement in yield management ?
24. Mention the importance of yield management in hospitality industry.
25. Distinguish between actual revenue and potential revenue.
26. What is the different between hard skill and soft skill ?
27. Write short note on "Total Quality Management".
28. Mention the disadvantages of TQM.

(4 × 8 = 32 marks)

**Section D**

*Answer any one question.  
The question carries 18 marks.*

29. Write the steps involved in selection of a Property Management System.
30. Explain the concept of revenue management and its benefits in hotel industry.
31. Explain the importance of total quality management.

(1 × 18 = 18 marks)

