

D 30831

(Pages : 2)

Name.....

Reg. No.....

**FIFTH SEMESTER (CBCSS-UG) DEGREE EXAMINATION
NOVEMBER 2022**

Hotel Management and Catering Science
BSH 5B 09—ROOMS DIVISION MANAGEMENT
(2020 Admissions)

Time : Two Hours

Maximum : 60 Marks

Section A

*Answer the following questions not exceeding **one paragraph**.*

Each question carries 2 marks.

Maximum 20 marks.

1. What is the function of Room Management Software ?
2. What is MIS ?
3. What is Point of Sale (POS) system ?
4. What is Fidelio ?
5. What do you understand by yield management ?
6. What is CRS ? Give two examples.
7. What is RevPar ?
8. What is room revenue analysis ?
9. What does ADR show ?
10. Why is it important to understand RevPar ?
11. What is Customer Satisfaction Score (CSAT) ?
12. What do you understand by CAN DO ATTITUDE ?

Section B

Answer the following questions not exceeding 120 words.

Each question carries 5 marks.

Maximum 20 marks.

13. How can Hospitality Management Staff Work on Improving Soft-skills ?
14. Write a note on NSDC.

Turn over

15. Explain different types of benchmarking.
16. Briefly explain non-guest operated PMS interfaces.
17. Explain Transient or FIT room sales and its effect on yield.

Section C

*Answer any **two** questions not exceeding 250 words.*

Each question carries 10 marks.

Maximum 20 marks.

18. "Kiosk check-in is a convenient way for guest to check-in using front office kiosks located at the hotels". Justify.
19. Explain the different types of modules in PMS.
20. Explain process of benchmarking. Describe five step process for benchmarking.
21. Explain in details hotel yield management.