D 50637   (**Pages : 2**)   Name...

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FIFTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION NOVEMBER 2023

Hotel Management and Catering Science

BSH 5B 09—ROOMS DIVISION MANAGEMENT

(2020 Admission onwards)

Time : Two Hours   Maximum : 60 Marks

Section A

Answer the following questions in not exceeding **one paragraph**.
Each question carries 2 *marks.*
Maximum 20 *marks.*

1. What is opera PMS ?

2. Write any *two* modules of PMS.

3. Define Yield management.

4. What is duration control ?

5. Write the formula of Rev PAR.

6. Define House count.

7. What is commercial rate.

8. What is Cost - based pricing.

9. What is plus position in room status ?

10. What is meant by skills in hospitality industry ?

11. Write the objective of NSDC.

12. Define SEIRI.

Turn over

Section B (Short Essay)

Answer the following questions in not exceeding 120 *words each.*
Each question carries 5 *marks.*
Maximum Marks 20.

13. Write the features included in Reservation Module.

14. What are the importance of using computer applications in front office

15. Write the benefit of computer-based revenue management

16. Describe the three methods of establishing room rates:

17. Describe the guideline for performing SEISO in TQM.

Section C (Long Essay)

Answer any **two** *questions in not exceeding* 250 *words.*
Each question carries 10 *marks.*
Maximum Marks 20.

18. Describe the Points to consider while selecting a PMS.

19. Explain the concept of yield management.

20. Explain the basic concept and barriers in Total Quality Management implementation.

21. Explain the benefit and challenges in yield management.

(2 × 10 = 20 marks)