

Reg. No.

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BHMHMC 451

**Credit Based VIII Semester B.H.M. Degree Examination, September 2022
(Semester Scheme)
ROOMS DIVISION MANAGEMENT**

Time : 3 Hours

Max. Marks : 80

PART – A

1. Answer **any 10** questions from the following in short : **(10×2=20)**

- 1) Compressed work schedule
- 2) Incentive Programme
- 3) Forecast
- 4) Revenue Management
- 5) Average daily rate
- 6) Area inventory list
- 7) Safety stock
- 8) Issuing
- 9) Capital budget
- 10) Operating expenditure
- 11) REVPAR
- 12) Cross training.

PART – B

Answer **any four** questions from the following :

2. Discuss the elements of Revenue Management.

15

P.T.O.



3. a) What is Scheduling ? Explain the various Scheduling techniques. **8**
b) Explain various motivational techniques used in Rooms Division. **7**
4. Discuss in detail about the internal and external recruitment. **15**
5. Describe the Management functions of Front office departments. **15**
6. Define staffing guide. Develop a staffing guide for the position of a Guest room attendant in a hotel of 500 rooms having 90% occupancy. The productivity standard as .5 hour and average hourly rate is 5 dollars. **15**
7. Write short notes on : **(3×5=15)**
a) Sources of labour **5**
b) Capacity Management **5**
c) Purchase Indent. **5**
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