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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.

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| 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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