

Assignments for Fall / August 2011 Session

B. Sc. in Hospitality and Catering Management (B.Sc. HCM) - Third Semester

HM0015 - Front Office Operations – II (Theory) - 2 credits

Assignment - 1 (30 marks)

- 1) Neatly draw the format of Density Chart (5 Marks)
- 2) Explain the following terms (3 Marks)
 - a) Zeroing out
 - b) ECO
- 3) Explain various records that are used during the registration process of the guest? (10 Marks)
- 4) How will you take a room reservation on telephone? (6 Marks)
- 5) Draw at least three formats, which are used by the reservation department? (6 Marks)

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HM0015 - Front Office Operations – II (Theory) - 2 credits

Assignment - 2 (30 marks)

- 1) Neatly draw the format of Express Check-out slip (5 Marks)
- 2) Name the documents which are generated during Guest Accounting (5 Marks)
- 3) Explain the following (8 Marks)
 - a) Potential Average Single room
 - b) Rate Spread
 - c) Multiple Occupancy Percentage
 - d) Yield
- 4) Explain any six ethical issues involved in the front office department (6 Marks)
- 5) Explain the role of Fidelio in Guest Accounting System? (6 marks)



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HM0017 - Accommodation Operations – II (Theory) - 2 credits

Assignment – 1 (30 marks)

- 1) What is OSHA and its legal aspects? (5 Marks)
- 2) What are the principles of design? (5 Marks)
- 3) Write a note on construction of bed? (5 marks)
- 4) Neatly draw the diagram of color wheel and explain the color schemes? (5 Marks)
- 5) How can you prevent a theft in the hotel? Explain with an example? (5 marks)
- 6) Neatly draw the layout of any two types of suite room (5 Marks)

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HM0017 - Accommodation Operations – II (Theory) - 2 credits

Assignment – 2 (30 marks)

- 1) Explain the points that should be considered while selecting a floor covering? (5 Marks)
- 2) What are the different styles of flower arrangements? (5 Marks)
- 3) How will you plan the work of the house keeping department? (5 Marks)
- 4) Explain the following (3 Marks)
 - a) Capital Budget
 - b) Operating Budget
- 5) How will calculate a productivity standard for General workers in the housekeeping department? (6 Marks)
- 6) Name any six Japanese flowers, which are used in the Japanese flower arrangements (6 Marks)



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HM0019 - Principles of Management - 2 credits

Assignment – 1 (30 marks)

- 1) Explain the Maslow's hierarchy of needs? (5 Marks)
- 2) Explain the steps involved in planning? (7 marks)
- 3) What are the types of Organization charts? (3 Marks)
- 4) What is delegation? (3 marks)
- 5) Differentiate centralization and decentralization? (6 Marks)
- 6) Write a note on Management process? (6 Marks)



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HM0019 - Principles of Management - 2 credits

Assignment – 2 (30 marks)

- 1) Explain different sources of recruitment? (5 Marks)
- 2) What are the methods of training? (3 Marks)
- 3) What are the principles of Directions? (5 Marks)
- 4) Write a note on Leadership? (5 Marks)
- 5) Explain the role of elements in the communication process? (7 Marks)
- 6) Briefly explain the strategic control? (5 Marks)



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B. Sc. in Hospitality and Catering Management (B.Sc. HCM) - Third Semester

HM0020 - Computer Applications - 2 credits

Assignment – 1 (30 marks)

Answer the following questions:

1. Briefly explain the uses of 'Window Accessories'. (10 marks)
2. Write a short note on the following: (10 marks)
 - a) Windows XP
 - b) Booting
3. What is Clip Gallery? How to insert a picture from the Clip Gallery? (05 marks)
4. How to create a new document in 'word'? What are the different methods to create a new document? (05 marks)

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HM0020 - Computer Applications - 2 credits

Assignment – 2 (30 marks)

Answer the following questions:

1. Write a short note on 'slide layouts' (05 marks)
2. Discuss the different views of PowerPoint presentation. (05 marks)
3. Write a brief note on the following functions of MS-Excel : (10 marks)
 - a) Upper ()
 - b) Average ()
 - c) Max ()
 - d) Min ()
 - e) Counta ()
4. What are the different types of logical functions? Explain. (05 marks)
5. Write a short note on 'worksheets' & 'workbook'. (05 marks)

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B. Sc. in Hospitality and Catering Management (B.Sc. HCM) - Third Semester

HM0021 - Hospitality and Hotel Economics - 2 credits

Assignment – 1 (30 marks)

- 1) Briefly explain wants? (5 Marks)
- 2) Explain the term entrepreneur and the problem faced by an entrepreneur?
(5 Marks)
- 3) What are the types of price elasticity of demand? (5 Marks)
- 4) Define these following terms (3 Marks)
 - a) Business economics
 - b) Capital
- 5) Law of demand is one of the most important laws in economics justify this statement? (6 Marks)
- 6) Write a note on relevance of hotel industry in India? (6 Marks)

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B. Sc. in Hospitality and Catering Management (B.Sc. HCM) - Third Semester

HM0021 - Hospitality and Hotel Economics - 2 credits

Assignment – 2 (30 marks)

- 1) What are the types of costs? (5 Marks)
- 2) Explain the features of perfect competition market structure? (5 Marks)
- 3) What are phases of business cycle? (5 marks)
- 4) What are the types of inflation? (3 marks)
- 5) Differentiate between short run equilibrium of the firm under monopolistic competition and long run equilibrium of the firm under monopolistic competition?
(6 Marks)
- 6) How will you segment the market? (6 Marks)

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HM0022 - Business Statistics - 2 credits

Assignment – 1 (30 marks)

Note: Answer the following questions. Each question carries 6 Marks.

1. Elaborate the different characteristics of statistics in your own words?
2. Prepare a questionnaire to study the income and expenditure pattern of families of your city?
3. What are the different types of classification of data? Explain with the help of an example?
4. In a collection of nuts and bolts, the mean weight of nuts is 3 gms and the mean weight of bolts is 8 gms. If the combined mean is 4 gms, then calculate the proportion of nuts in the collection?
5. The following table gives agricultural production index(x) and the index of wholesale prices(y) in 5 years.

x	104	110	112	114	120
y	106	116	140	175	173

- (i) Find r_{xy} the correlation coefficient between x and y. Interpret the result.
- (ii) Find the regression equation of wholesale price index on the agricultural production index.

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HM0022 - Business Statistics - 2 credits

Assignment – 2 (30 marks)

Note: Answer the following questions. Each question carries 6 Marks.

1. A room rent of Rs. 1000/- of a hotel grows at the rate of 8%, 10% and 11% in three subsequent years. Find the average growth of the room rent of the hotel?

2. Prices of 8 different types of drinks in a restaurant are as follows:

Price (Rupees): 208, 205, 212, 209, 207, 210, 208, 206

Calculate the quartiles?

3. For the following distribution of number of students present in the class of Hospitality Management on different days, find the quartile deviation and the coefficient of quartile deviation.

Students present	75	76	77	78	79	80
Number of days	13	24	27	21	11	2

4. The mean and standard deviation of a set of 10 values are 40 and 3 respectively. The mean and standard deviation of another set of 5 values are 46 and 2 respectively. Find the standard deviation of the complete set?

5. What are the advantages and limitations of diagrammatic and graphical representation of a given data?

Practical Guidelines – III Semester

All the practical related details pertaining to Front Office Operations – II (Practical) [HM0016] and Accommodation Operations – II (Practical) [HM0018] are furnished in the Practical Manual/SLM of the concerned subjects.

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