

**CENTRE FOR DISTANCE EDUCATION**  
**ACHARYA NAGARJUNA UNIVERSITY :: NAGARJUNA NAGAR – 522 510, A.P., INDIA.**

**ASSIGNMENT TOPICS FOR B.H.M. DEGREE EXAMINATION, DECEMBER 2009.**

**THIRD YEAR — HOTEL MANAGEMENT**

**DBHM 31: FOOD AND BEVERAGE MANAGEMENT**

**Assignment – I**

**Answer all the questions:**

**Maximum: 25 Marks**

1. Discuss the importance of controls in Hotels.
2. Explain the meaning and types of costs.
3. Explain the responsibilities of a server with regard to control of wastage.
4. Discuss the legal requirements in case of purchasing of liquors.
5. Explain the steps involved in the purchase cycle of food and beverages.

**Assignment – II**

**Answer all the questions:**

**Maximum: 25 Marks**

1. Explain about determination of F and B standards.
2. Explain briefly the methods of valuing inventory.
3. Explain the types of food cost reports.
4. Write about production planning, forecasting requirement and formulating production plans.
5. Explain about store room control and service control.

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**THIRD YEAR — HOTEL MANAGEMENT**

**DBHM 32: ACCOMMODATION OPERATIONS**

**Assignment – I**

**Answer all the questions:**

**Maximum: 25 Marks**

1. Explain the functions of management.
2. What is meant by performance appraisal? What are the techniques of performance appraisal?
3. What is staff scheduling? Explain alternative scheduling techniques.
4. Explain how Hotel Income Statement is prepared and give a specimen of the Hotel Income Statement.
5. What is motivation? Explain the need for staff motivation in Hotel Industry.

**Assignment – II**

**Answer all the questions:**

**Maximum: 25 Marks**

1. Write about forecasting room availability and budgeting for operations.
2. How are front office operations evaluated? Explain.
3. Explain the advantages and limitations of internal recruiting and External recruiting.
4. Explain briefly the process of selection in a hotel Industry.
5. What are the elements of revenue management? Explain briefly.

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**THIRD YEAR — HOTEL MANAGEMENT**

**DBHM 33: HOUSEKEEPING MANAGEMENT**

**Assignment – I**

**Answer all the questions:**

**Maximum: 25 Marks**

1. Explain the role and importance of house keeping.
2. Discuss the relationship of house keeping with guests and other departments.
3. Describe the commonly used equipment in cleaning section.
4. What are standard cleaning methods? Explain the manual procedure of cleaning.
5. Write about cleaning of various surfaces and metals.

**Assignment – II**

**Answer all the questions:**

**Maximum: 25 Marks**

1. Explain the classification of Hotels.
2. Define Communication. Explain its importance in Housekeeping management.
3. Write about selection and classification of cleaning agents.
4. Briefly write about servicing of guest rooms and servicing of vacant rooms.
5. Write about cleaning of public areas like lobbies and elevators.

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**THIRD YEAR — HOTEL MANAGEMENT**

**DBHM 34: INFORMATION TECHNOLOGY FOR HOTEL MANAGEMENT**

**Assignment – I**

**Answer all the questions:**

**Maximum: 25 Marks**

1. Discuss the role of computers in management of Hotels.
2. Define MIS. Explain its concept and functions.
3. Explain briefly the different types of decisions relating to Hotel Management.
4. Bring out the differences between batch processing and online processing.
5. Explain the application of MIS in marketing area of management.

**Assignment – II**

**Answer all the questions:**

**Maximum: 25 Marks**

1. What is Data Processing? Explain briefly the EDP method of data processing.
2. What is meant by feasibility study? Explain the different aspects of feasibility study.
3. Explain briefly the different gadgets used in office automation system.
4. Discuss the application of MIS in Accounts receivable and Inventory management.
5. Explain about LAN and WAN.

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**THIRD YEAR — HOTEL MANAGEMENT**

**DBHM 35: COMMUNICATION AND SOFT SKILLS**

**Assignment – I**

**Answer all the questions:**

**Maximum: 25 Marks**

1. Define business communication. Explain its objectives.
2. Explain the instruments of communication.
3. What are the points to be considered in case of report writing? Explain.
4. What are the ways of breaking barriers to communication? Explain.
5. What is meant by Gestural communication? Explain briefly.

**Assignment – II**

**Answer all the questions:**

**Maximum: 25 Marks**

1. Explain the categories of communication.
2. What are soft skills? Explain the need for soft skills in organisations.
3. Write a report on India's performance at Olympics.
4. Write about inter-personal communicative skills.
5. Write a letter to your sales manager as a sales executive, informing him about the achievement to yearly sales target.

**ASSIGNMENT TOPICS FOR B.H.M. DEGREE EXAMINATION, DECEMBER 2009.**

**THIRD YEAR — HOTEL MANAGEMENT**

**DBHM 36: HOTEL ENGINEERING AND MAINTENANCE**

**Assignment – I**

**Answer all the questions:**

**Maximum: 25 Marks**

1. Discuss the role and importance of maintenance dept in Hotel Industry.
2. Explain briefly about plumbing equipment used in Hotel Industry.
3. Explain the circumstances under which equipment is replaced.
4. Explain the reasons for hardness of Water. Also write a short note on water taps.
5. What is meant by contract maintenance? Explain its advantages and disadvantages.

**Assignment – II**

**Answer all the questions:**

**Maximum: 25 Marks**

1. What are the materials used for construction of ceiling and wall?
2. What are the reasons for leakage? How can it be prevented? Explain.
3. Describe the organizational chart of maintenance department.
4. Explain the equipment replacement cycle for abruptly falling equipment.
5. Explain the types of maintenance with their comparisons.