

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BVoc DEGREE EXAMINATION MAY 2022
(Fourth Semester)

Branch – HOSPITALITY MANAGEMENT

FACILITIES MANAGEMENT

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10 x 1 = 10)

1. Process layout is also known as _____
(i) Functional layout (ii) Batch production layout
(iii) Straight line layout (iv) Both (i) and (ii)
2. Which of the following is the first step in making a correct location choice?
(i) Develop location alternatives
(ii) Decide the criteria for evaluating location alternatives
(iii) Evaluate the alternatives
(iv) Make a decision and select the location
3. Find the point needs to be considered while designing a hotel is
(i) Good location and site (ii) Architectural features or plans
(iii) Good workmanship and sound finance (iv) All of above
4. This kitchen shape is one of the most flexible and most popular, providing a compact triangle.
What kitchen layout is this?
(i) The Island Option (ii) The U-Shaped Kitchen
(iii) The L-Shaped Kitchen (iv) The G-Shaped Kitchen
5. Which of the following does not cause to production delay?
(i) Shortage of space (ii) Long distance movement of materials
(iii) Spoiled work (iv) Minimum material handling
6. In which of the following layout type, materials are fed into the first machine and finished products come out of the last machine?
(i) Product layout (ii) Process layout
(iii) Fixed position layout (iv) Cellular manufacturing layout
7. What the process of carrying out a detailed inspection of a facility is
(i) Facility condition assessment (ii) Key performance indicator
(iii) Full-service agreement (iv) Partial service agreement
8. Which of the following is not an advantage of using product layout?
(i) Minimum material handling cost (ii) Minimum inspection requirement
(iii) Specialised supervision requirement (iv) Minimum fund requirement
9. Identify the following is not a classification of maintenance
(i) Corrective maintenance (ii) Timely maintenance
(iii) Scheduled maintenance (iv) Preventive maintenance
10. Maintenance consists of the following action(s)
(i) Replace of component (ii) Repair of component
(iii) Service of component (iv) All of the above

SECTION - B (25 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 x 5 = 25)

11. (a). Summarise the special facilities and services found in heritage hotels.
(OR)
(b). Describe the important role of facility management.

12. (a). State the nature of commercial kitchen configuration.
(OR)
(b). Outline the qualities of a well-designed commercial kitchen.
13. (a). Explain the importance of effective restaurant design.
(OR)
(b). Describe the points to be considered to create good ambience in restaurant.
14. (a). Analyse the Dos and Donts of purchase decisions.
(OR)
(b). Bring out the importance of quality equipment for restaurant operations.
15. (a). State the behaviour of cost.
(OR)
(b). Explain the components of cost.

SECTION -C (40 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 x 8 = 40)

16. (a). Categorize the facilities and services offered in five-star hotels.
(OR)
(b). Analyse the methods of managing resources.
17. (a). Discuss the key factors to be considered for designing a kitchen.
(OR)
(b). Classify the types of ventilation systems used in hotels.
18. (a). Elucidate the contents of check list of restaurant design.
(OR)
(b). Examine the basic principles to be followed in restaurant designing.
19. (a). Outline the basic factors considered for selection of service equipment.
(OR)
(b). Summarise the care and maintenance procedures followed for restaurant equipment.
20. (a). Distinguish between the methods of pricing.
(OR)
(b). Point out the factors responsible for loss in cost control.

Z-Z-Z END