

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086**  
**(For candidates admitted during the academic year 2015– 2016 and thereafter)**

**SUBJECT CODE: 15HS/AC/HM35**

**B. A. DEGREE EXAMINATION, NOVEMBER 2019**  
**BRANCH IA – HISTORY AND TOURISM**  
**THIRD SEMESTER**

**COURSE : ALLIED– CORE**  
**PAPER : HOSPITALITY MANAGEMENT AND CATERING**  
**TIME : 3 HOURS** **MAX.MARKS:100**

**SECTION – A**

**I. ANSWER ALL QUESTIONS IN 30 WORDS EACH. (10x3=30)**

1. Define Motel.
2. Write a short note on Resort.
3. What do you mean by Luxury Hotel?
4. Define American plan at hotel.
5. Write a short note on Standard Queen Rooms.
6. Define Banquet.
7. Give a short note on front office department.
8. What is the role of Advertizing in Hotel Industry?
9. Define FHRAI.
10. Write a short note on Mobile catering.

**SECTION –B**

**II. ANSWER ANY FIVE QUESTIONS IN 300 WORDS EACH. (5x8=40)**

11. Give an account on Taj group of hotels.
12. Write a short note on types of rooms in Hotel.
13. Explain the star rating system in Hotels.
14. What skills are needed for Hospitality industry.
15. Mention the Duties and responsibilities of Housekeeping Staff.
16. How do you handle a guest complaint?
17. Give a note on various departments in Hotels.
18. Write short notes on IHRAI.

**SECTION – C**

**III. ANSWER ALL THE QUESTIONS IN 1000 WORDS EACH. (3x10=30)**

- 19 (a). Explain in detail about the evolution of hotel Industry.

**(OR)**

- (b). Elaborate on the role of hotels in Tourism Industry.

- 20 (a). Elaborate on types of Menu.

**(OR)**

- (b). Write in detail about the classification of Hotels.

- 21 (a). Explain in detail about the future trends in Hotel Industry.

**(OR)**

- (b). Describe in detail on food and beverage department in Hotel Industry.

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