

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI-600086
(For candidates admitted from the academic year 2019-2020)
END SEMESTER EXAMINATION 2020
BVOC TOURISM & HOSPITALITY

Paper: Hospitality Management
Code: 19VT/VM/HM36

Duration: 1Hr 30 Mins
Max Marks: 50

SECTION -A

Answer any FIVE questions in not more than 30 words each **(3 x 5 = 15)**

1. Define Hospitality
2. Valet Parking
3. Off-Premise Catering
4. What is Access Aisle?
5. Hotel Chatbots
6. What is Corrective Maintenance?
7. Write a short note on EPABX

SECTION – B

Answer any FIVE in not more than 300 words each **(5 x 5 = 25)**

8. Explain the role of Maintenance department in a large hotel.
9. Explain FHRAI.
10. Briefly explain the Attributes of Housekeeping staff.
11. Explain the types of Hotel Meal Plans.
12. Write a note on Taj group of Hotels.
13. Discuss the Catering Establishments.
14. Discuss in detail any two important laws of the Hotel industry.

SECTION – C

Answer any ONE in not more than 1000 words each **(1 x 10 = 10)**

15. Discuss the Growth and the development of Hotel industry around the World
16. Illustrate the organisational chart of the Front office and explain its operations and duties.
