

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086
(For candidates admitted during the academic year 2019– 2020 and thereafter)

SUBJECT CODE: 19VT/VM/HM36
B.Voc. DEGREE EXAMINATION, NOVEMBER 2022
TOURISM AND HOSPITALITY

THIRD SEMESTER

COURSE : MAJOR - CORE
PAPER : HOSPITALITY MANAGEMENT
TIME : 3 HOURS **MAX.MARKS :100**

SECTION – A

I. ANSWER ALL THE QUESTIONS IN 30 WORDS EACH. (10X3=30)

1. What is Master Folio?
2. Describe Tavern.
3. List out the various sections of Front Office Department.
4. What is Bag Pull?
5. Explain Apartotel.
6. On what basis hotels are classified?
7. State the duties of concierge.
8. What is hospitality marketing?
9. Expand and explain the use of PMS in Hotels?
10. Write a note on Integrated Hotel system.

SECTION – B

II. ANSWER ANY FIVE QUESTIONS IN 300 WORDS EACH. (5X8=40)

11. Discuss, briefly about Welcome group of hotels.
12. Explain Continental and American room plans.
13. State are the duties and responsibilities of the Food and beverage manager.
14. Enlist the various laws pertaining to the hospitality industry.
15. What are the roles and responsibilities of a Night auditor?
16. How are emergencies handled by hotels?
17. Describe the procedures to handle guest complaints.
18. Explain the functions of IHRA.

SECTION – C

III. ANSWER ALL THE QUESTIONS IN 1000 WORDS EACH. (3X10=30)

19. a) Explain the Evolution of Hospitality industry.
(OR)
b) Elaborate the functions of Front Office.
20. a) Sketch out the duties and responsibilities of Housekeeping Department.
(OR)
b) Write a detailed account on types of rooms.
21. a) Write an essay about future trends in hospitality industry.
(OR)
b) Describe the role of FHRAI in hospitality industry.
