

B. A. DEGREE EXAMINATION, NOVEMBER 2012
BRANCH IA – HISTORY AND TOURISM
THIRD SEMESTER

COURSE : MAJOR – CORE
PAPER : HOTEL MANAGEMENT AND CATERING

TIME : 3 HOURS MAX.MARKS:100

SECTION A

10 x 3 = 30

I. ANSWER ALL QUESTIONS IN 30 WORDS EACH.

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|-----------------|-------------------|
| 1. Hotel | 6. Receptionist |
| 2. Inns | 7. Keycard |
| 3. Time Share | 8. Table D' Hotel |
| 4. Oberoi | 9. Cock Tail |
| 5. Front Office | 10. Skipper |

SECTION B

5 x 8 = 40

II. ANSWER ANY FIVE QUESTIONS IN 300 WORDS EACH.

11. Trace the evolution of hotel industry
12. Enumerate the qualities of front office staff
13. What are the various types of plans?
14. What are the different types of menu?
15. Discuss the process of hotel reservation
16. Describe the hotel grading system?
17. What are the major hotel chains in India?
18. Discuss the significance of sales promotion in hospitality industry

SECTION C

3 x 10 = 30

III. ANSWER ALL THE QUESTIONS IN 1000 WORDS EACH.

19. a) What are the various types of accommodation?
Or
b) Discuss the importance of Front office in hospitality industry?
20. a) What are the various types of Beverages?
Or
b) Evaluate the Role of housekeeping department?
21. a) What are the skills necessary for dealing with guest?
Or
b) What are the regulatory conditions and guidelines for the approval of hotel project?
