

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086
(For candidates admitted during the academic year 2022– 2023)

B. A. DEGREE EXAMINATION, NOVEMBER 2023
TOURISM AND TRAVEL MANAGEMENT
FIRST SEMESTER

COURSE : MAJOR - CORE
PAPER : HOSPITALITY MANAGEMENT
SUBJECT CODE: 22TT/MC/HM33
TIME : 3 HOURS

MAX.MARKS : 100

SECTION – A

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

1. Define a Hotel.
2. What is a Cabana & what are its uses?
3. What is a linen room? Who takes care of the linen room?
4. On what basis a hotel is classified as star category?
5. Who is a Bell boy? What is his role in a star category hotel?
6. What do you mean by Beverages? Give examples?
7. Who is a Chef? What is the role of chef in a star category hotel?
8. List the meal plans in a hotel & briefly explain.
9. What is Downtown hotel?
10. What do you mean by hospitality?

SECTION – B

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

11. Describe the characteristics of Hospitality Industry.
12. Briefly explain the evolution of hospitality in Indian context.
13. Illustrate the Importance and use of PMS in hospitality industry.
14. List and explain the types of accommodation.
15. Briefly explain the major hotel chains in India.
16. What are the functions of Housekeeping department in hotel?
17. Discuss the role of front office in a hotel.
18. Describe the Skills and Personality traits of hospitality staff.

SECTION – C

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

19. a. Draw the layout of organisational structure of small as well as large hotel.
(OR)
b. Elaborate few laws pertaining to hospitality industry.
20. a. List out the Revenue and Non-revenue departments in hotel.
(OR)
b. Explain the roles and objectives of FHRAI & (IH & RA)
21. a. Discuss the latest developments in Information Technology in the Hospitality industry
(OR)
b. Explain in detail the role of Guest Relations Management in a large hotel.
