

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086
(For candidates admitted during the academic year 2023– 2024 & thereafter)

B. A. DEGREE EXAMINATION, NOVEMBER 2024
TOURISM AND TRAVEL MANAGEMENT
THIRD SEMESTER

COURSE : MAJOR - CORE

PAPER : HOSPITALITY MANAGEMENT

SUBJECT CODE: 23TT/MC/HM33

TIME : 3 HOURS

MAX.MARKS : 100

Q. No.	SECTION A (10 × 2 = 20) Answer ALL questions in not more than 30 words each.	CO	KL
1	Define Hospitality	CO1	K1
2	Discuss Marriot hotel chains in India	CO1	K1
3	What is motel?	CO1	K1
4	Write a short note on House boats.	CO1	K1
5	Give an account of Oberoi group of hotels.	CO1	K1
6	Describe European plan.	CO1	K1
7	Mention the duties of a receptionist.	CO1	K1
8	What is night audit?	CO1	K1
9	State the importance of lost and found section in a hotel.	CO1	K1
10	List out any three laws pertaining to hospitality sector.	CO1	K1
Q. No.	SECTION B (8 × 5 = 40) Answer any FOUR questions from K2 and any FOUR questions from K3. Your answers should be in about 150 words each.	CO	KL
11	Give a brief account on the historical evolution of hospitality management.	CO2	K2
12	Explain the operations of Front office in hospitality sector.	CO2	K2
13	Summarize the star rating system in hotel industry.	CO2	K2
14	Describe the property management system in hospitality industry.	CO2	K2
15	Explain about the Taj hotel chain in India.	CO2	K2
16	Explain the tangible and intangible nature of hospitality industry.	CO3	K3
17	Sketch the organizational chart of Housekeeping.	CO3	K3
18	Differentiate between Continental plan and American plan.	CO3	K3
19	Identify and discuss the complaint handling emergencies during theft, death and strike.	CO3	K3
20	Discuss and elaborate the role of FHRAI in hospitality sector.	CO3	K3
Q. No.	SECTION C (2 × 20 = 40) Answer any ONE question in K4 and any ONE question in K5. Your answers should be in about 100 words each.	CO	KL
21	Examine and explain the skills and personality traits of hospitality staff.	CO4	K4
22	Categorize and describe the types of accommodation.	CO4	K4
23	Evaluate the role, importance and impact of latest development in information technology on hospitality industry.	CO5	K5
24	Assess and explain the operations, duties and organizational chart of food and beverage.	CO5	K5