

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086
(For candidates admitted from the academic year 2025 – 2026)

B.A. DEGREE EXAMINATION, APRIL 2026
TOURISM AND TRAVEL MANAGEMENT
SECOND SEMESTER

COURSE : MAJOR CORE

PAPER : HOSPITALITY MANAGEMENT

SUBJECT CODE : 25TT/MC/HM25

TIME : 3 HOURS

MAX. MARKS: 100

Q. No.	SECTION A Answer any FOUR questions from the K1 level in not more than 250 words each (4 × 5 = 20)	CO	KL
1	What are the tangible and intangible nature of hospitality industry?	1	1
2	List the types of meal plans.	1	1
3	Mention the skills and personality traits of hospitality staff.	1	1
4	List the stages in the evolution of the Oberoi and Sheraton hotels.	1	1
5	Define FHRAI and state its functions.	1	1
Q. No.	SECTION B Answer any FOUR questions from the K2 level in not more than 250 words each (4 × 5 = 20)	CO	KL
6	Describe the role of the IH&RA.	2	2
7	Outline the growth and development of ITC hotels.	2	2
8	Explain unique accommodations with examples.	2	2
9	Discuss the categorization of hotel based on size and clientele.	2	2
10	Explain SIHRA and its functions.	2	2
Q. No.	SECTION C Answer any TWO questions from the K3 level in not more than 500 words (2 × 10 = 20)	CO	KL
11	Examine property management systems.	3	3
12	Write in detail about the hotel chains in India: Taj group, Marriott International and Ashok Group.	3	3
13	Explain the star rating system with suitable examples.	3	3
14	Explain the laws pertaining to hospitality industry.	3	3

Q. No.	SECTION D Answer any TWO questions from the K4 level in not more than 500 words (2 × 10 = 20)	CO	KL
15	Write in detail about the historical evolution of hospitality management.	4	4
16	Analyze the front office operations, duties and organizational chart.	4	4
17	Explain housekeeping and determine the roles, responsibilities and organizational chart.	4	4
18	Elucidate complaint handling emergencies with example.	4	4
Q. No.	SECTION E Answer any TWO questions from the K5 level in not more than 500 words (2× 10 = 20)	CO	KL
19	Evaluate the latest development in Information Technology in Hospitality Industry.	5	5
20	Estimate the important sections, duties and organizational chart of Food and Beverage department.	5	5
21	Critically analyze the classification of hotels based on location and ownership.	5	5
22	Assess the types of accommodation with examples.	5	5
