

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

B.A. DEGREE EXAMINATION, APRIL 2026
BRANCH IA - HISTORY AND TOURISM
SECOND SEMESTER

COURSE : ELECTIVE

PAPER : HOSPITALITY MANAGMENT

SUBJECT CODE : 25HS/ME/HM23

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	Define hotels and list the various types of accommodations	1	1
2	List the responsibilities of Front Office staff.	1	1
3	What do you know about grading system in hospitality industry?	1	1
4	State the importance of property management system in hospitality industry	1	1
5	What do you know about the functions of FHRAI?	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 origin and growth of Taj group of hotels	2	2
7	Explain the main functions of housekeeping staff in a hotel	2	2
8	Discuss the significance of the star rating system	2	2
9	Outline the most important personality traits expected of hospitality staffs.	2	2
10	Write a note on SIHRA	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	Explain the growth of hospitality industry internationally over the ages	3	3
12	Examine the nature of hospitality industry.	3	3

13	Sketch an organizational chart of the Front Office department of a luxury hotel	3	3
14	Illustrate duties of a restaurant manager	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	Analyse the historical development of hospitality industry with reference to India	4	4
16	Give an illustration of the organizational chart of the Food and Beverage department	4	4
17	Analyse the process of handling complaints and emergencies in hotels	4	4
18	Evaluate the different types of meal plans in hotels	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	Discuss classification of hotels based on location and ownership	5	5
20	Give an estimate of various laws pertaining to the hospitality industry in India.	5	5
21	Evaluate the significance of property management system in hospitality industry.	5	5
22	Determine the latest developments in information technology in hospitality industry	5	5
