

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086
(For candidates admitted during the academic year 2011 – 2012 & thereafter)

SUBJECT CODE: 11HS/MC/HM34

B. A. DEGREE EXAMINATION, NOVEMBER 2015
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.

1. Define Guest folio.
2. What is Tavern?
3. Write a short note on Oberoi Group of hotels.
4. Define the term Concierge.
5. What is AP?
6. Define the term Eco hotel.
7. What is Cabana?
8. What is hospitality marketing?
9. What is A la carte?
10. Who is Chef de Rang?

SECTION B

5 x 8 = 40

II. ANSWER ANY FIVE QUESTIONS IN 300 WORDS EACH.

11. Write a short note on Sheraton group.
12. Examine the importance of Guest Service Department.
13. Explain different types of Beverages.
14. Describe various types of rooms in a hotel.
15. Write a short note on Star hotels.
16. Explain the importance of Public Relation in hotels.
17. Describe the procedures to handle guest complaints.
18. Explain the functions of FHRAI.

SECTION C

3 x 10 = 30

III. ANSWER ALL THE QUESTIONS IN 1000 WORDS EACH.

19. List out and Explain duties and responsibilities of Housekeeping Department.
(OR)
Explain the functions of Front Office.
20. Explain the Evolution of Hospitality industry.
(OR)
Describe the role of IHRAI in hospitality industry.
21. Write an essay about future trends in hospitality industry.
(OR)
Describe the importance of Crisis management.
