

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086

(For candidates admitted during the academic year 2015– 2016 and thereafter)

SUBJECT CODE: 15HS/AC/HM35

B. A. DEGREE EXAMINATION, NOVEMBER 2018

BRANCH IA – HISTORY AND TOURISM

THIRD SEMESTER

COURSE : ALLIED– CORE

PAPER : HOSPITALITY MANAGEMENT AND CATERING

TIME : 3 HOURS

MAX.MARKS:100

SECTION – A

I. ANSWER ALL QUESTIONS IN 30 WORDS EACH.

(10x3=30)

1. Alcove
2. Guaranteed Arrival
3. Valet
4. Hotel Tariff
5. Concierge
6. Cuisines
7. Handling Competition
8. IHRAI
9. Organisation Chart
10. Occupancy Percentage

SECTION –B

II. ANSWER ANY FIVE QUESTIONS IN 300 WORDS EACH.

(5x8=40)

11. Write a note on the evolution of Hotel industry in India.
12. Explain the types of plans.
13. Examine the duties and responsibilities of food and beverage manager.
14. Write a Short note on FHRAI.
15. Write about the qualities required by the front office staff.
16. How do you classify the hotels?
17. Explain the future trends in hospitality management.
18. Write a short note on crisis management.

SECTION – C

III. ANSWER ALL THE QUESTIONS IN 1000 WORDS EACH.

(3x10=30)

19. a. Write about the important hotel chains in India.
(OR)
b. Examine the duties and responsibilities of various personnel in luxury hotels.
20. a. Write about the hotel divisions in a luxury hotel.
(OR)
b. How do you plan sales for the hotel.
21. a. Write in detail about Housekeeping.
(OR)
b. Examine the regulatory conditions and guidelines for approval of hotel project.
