

D 94226

(Pages : 2)

Name.....

Reg. No.....

**FIRST SEMESTER B.VOC. DEGREE EXAMINATION, NOVEMBER 2020**

Tourism and Hospitality Management  
SDC 1HM 17—HOSPITALITY MANAGEMENT  
(2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

**Section A***Answer all questions.**Each question carries 1 mark.*

1. Which was the first Taj hotel ?
2. Who is the founder of Marriott International?
3. Expand IHMCT.
4. Name any *two* five star hotels in Trivandrum.
5. What is CP ?
6. Who is the head of food production department ?
7. Expand GIT.
8. Who is responsible for the recording of transactions during night shift ?
9. Which state is called Kohinoor of India ?
10. Name any *two* international chain hotels in India.

(10 × 1 = 10 marks)

**Section B (Short answer type Question)***Answer any eight questions.**Each question carries 2 mark.*

11. Distinguish between adjoining room and adjacent room.
12. Name any four revenue producing departments in a hotel.
13. Define Motel.
14. What is a Lanai ?
15. What do you mean by Eco-lodging ?
16. Who is a walk-in guest ?

**Turn over**

17. What is a Banquet ?
18. What is Crib Rate ?
19. What do you mean by Franchising ?
20. What are commercial hotels ?
21. What do you mean by Peak Season ?
22. Define "Multi cuisine restaurant".

(8 × 2 = 16 marks)

### Section C (Short Essay Type Question)

*Answer any **six** questions.*

*Each question carries 4 marks.*

23. Explain the classification of hotel according to ownership and affiliation.
24. Give short note on the facilities offered in a five star hotel.
25. Write down the advantages and disadvantages of Bed and Breakfast Hotels.
26. Explain the organizational functions of front office department.
27. Point out the duties and responsibilities of a front office manager
28. Write short notes on guest complaints.
29. Explain the basis of fixing hotel prices.
30. Draw the organizational chart of housekeeping department.
31. Write short note on the different types of reservation.

(6 × 4 = 24 marks)

### Section D (Long Essay Type Question)

*Answer any **two** questions.*

*Each question carries 15 marks.*

32. What are the different types of rates followed in a five-star hotel ? Explain with examples.
33. Write an essay on the latest trends in global hospitality industry.
34. Discuss the role of ITDC in promoting tourism in India.
35. Evaluate the operating and revenue producing departments in hotels.

(2 × 15 = 30 marks)