

D 53088

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Name.....

Reg. No.....

**THIRD SEMESTER B.VOC. DEGREE EXAMINATION
NOVEMBER 2023**

Tourism and Hospitality Management

SDC 3TH 11—HOTEL INDUSTRY MANAGEMENT

(2021 Admissions)

Time : Two Hours and a Half

Maximum : 80 Marks

Section A (Short Answer Questions)*Answer any number of questions each not exceeding 50 words.**Each question carries 2 marks.**Ceiling of marks for Section A is 25.*

1. Define Front Office.
2. Define walk-in guest.
3. What do you mean by Reservation section ?
4. What is called Continental plan ?
5. Define Bain-maire.
6. Who is an Executive chef ?
7. Define Chef-de-Partie.
8. Define Mise-en-place.
9. What is meant by Amenity ?
10. Define Back-to-Back.
11. Define Motel.
12. What is meant by Deep cleaning ?
13. Define Budget.
14. What is meant by Cruets ?
15. Define Coffee pot.

Turn over

Section B

Answer any number of questions each not exceeding 100 words.

Each question carries 5 marks.

Ceiling of marks for Section B is 35.

16. How does the status list help the Room service department ?
17. How do you classify beverages ? Give four examples of each.
18. What does the term dummy waiter refer to ? Explain its importance.
19. What are the factors that are considered to classify a hotel into Star category ?
20. What do you understand by Kitchen lay out ? Brief.
21. What do you understand by the word Fine dining ?
22. List the various departments and their functions in a hotel.
23. List the duties and responsibilities of a Deputy Housekeeper.

Section C

*Answer any **two** questions not exceeding 400 words.*

Each question carries 10 marks.

24. Give an Elaborate note on types of Budgets.
25. Write an explanatory note on Types of Kitchens.
26. Explain the classification of crockery.
27. List out the different types of services.

(2 × 10 = 20 marks)