

QP CODE: 25020339



Reg No :

Name :

**BTTM DEGREE (CBCS) REGULAR / REAPPEARANCE / MERCY CHANCE
EXAMINATIONS, FEBRUARY 2025**

Sixth Semester

Bachelor of Tourism and Travel Management

CORE COURSE - TT6CRT25 - HOSPITALITY MANAGEMENT

2017 Admission Onwards

5F76E6F2

Time: 3 Hours

Max. Marks : 80

Part A

*Answer any **ten** questions.*

*Each question carries **2** marks.*

1. Explain about primary sector of accommodation.
2. Explain the category of hotels on the basis of location.
3. Explain about one star category of hotel.
4. Explain about two star category of hotel.
5. Write down the important departments in a hotel.
6. What are Information desks?
7. What is Menu?
8. Explain about pre-registration process in a hotel.
9. What do you mean by guest paging?
10. What are guest complaints?
11. What do you mean by international hotel chains?
12. Define domestic chain hotels.

(10×2=20)

Part B

*Answer any **six** questions.*

*Each question carries **5** marks.*

13. What is a hotel? Analyse the role of hotel industry in the development of tourism.





14. Write a note on gradation of hotels.
15. What are the facilities provided by two star and one star categories of hotels?
16. Explain the facilities provided by four star category of hotels.
17. Discuss the role of maintenance and engineering department in the operations of a hotel.
18. Explain how accounts department help in the overall operations in a hotel.
19. Explain the different types of rooms in a hotel.
20. Briefly explain reservation and modes of reservation.
21. Explain the concept "Hotel Chain". List out its advantages.

(6×5=30)

Part C

*Answer any **two** questions.*

*Each question carries **15** marks.*

22. Trace the origin and growth of the hotel industry in India.
23. What is star categorization of hotels? Explain the facilities required for five and five star deluxe hotels.
24. Give hierarchy of the medium and large size hotel housekeeping department. Explain them. Enumerate the desirable qualities and duties essential for housekeeping staff.
25. Exhibit the details of at least 5 international brands of hotel chains.

(2×15=30)

