BTTM DEGREE (CBCS) REGULAR / REAPPEARANCE EXAMINATIONS, MARCH 2024

Sixth Semester

Bachelor of Tourism and Travel Management

CORE COURSE - TT6CRT25 - HOSPITALITY MANAGEMENT

2017 Admission Onwards

AC53F866

Time: 3 Hours   Max. Marks : 80

Part A

*Answer any **ten** questions.*

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

1. What do you mean by Resorts?

2. Explain about group hotels.

3. Explain about one star category of hotel.

4. Explain about five star category of hotel.

5. List out the functions of a housekeeper.

6. Who is a Sous chef?

7. What are the duties performed by an accounts section staff?

8. Explain guest cycle process.

9. Explain about different sources of reservation system.

10. Explain the different types of guest complaint.

11. Define chain hotel.

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. Explain three star category of hotels.

16. Explain the facilities provided by four star category of hotels.

17. Analyse the role of human resource department in the operations of a hotel.

18. Examine the role of sales and marketing department in the over all functioning of a hotel

19. Explain the different stages of guest stay in a hotel.

20. What are the functions of information department in ahotel?

21. Write a note on intercontinental group of hotels and its brands.

(6×5=30)

Part C

*Answer any **two** questions.*

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

22. Explain the origin and growth of the hotel industry.

23. Explain the facilities required for star categorization of hotels.

24. Discuss the importance of front office dept. in a Hotel. Name its different sections and the functions carried out in the Sections

25. What are hotel chains? Explain the major hotel chains in India.

(2×15=30)