



QP CODE: 25050578



25050578

Reg No :

Name :

MTTM DEGREE (CSS) EXAMINATION DECEMBER 2025

First Semester

MTTM

Core Courses - TR020104 - HOSPITALITY OPERATIONS AND MANAGEMENT

2019 Admission Onwards

099BB104

Time: 3 Hours

Weightage: 30

Part A (Short Answer Questions)

*Answer any **eight** questions.*

Weight 1 each.

1. What is transient hotel? Give an example of transient hotel.
2. What are the two basic structures of ownership?
3. Why is it important to clean a vacant room?
4. What is janitors trolley?
5. Which are the shopping facilities available in a hotel?
6. What is inflight catering?
7. What is Butlered service?
8. Define apartments.
9. What is IHM?
10. What are the functions of IHMCT?

(8×1=8 weightage)

Part B (Short Essay/Problems)

*Answer any **six** questions.*

Weight 2 each.

11. Write a note on youth hostels and food provided by youth hostels.
12. What are the duties of front office staff?
13. What are the various marketing strategies adopted by hoteliers to market their products?
14. What are the security measures adopted by a hotel?
15. Explain the various types of buffet.





16. Differentiate between club food service and restaurant food service.
17. What is the importance of CRS in hotels?
18. Explain the role of ITDC in Indian hospitality industry.

(6×2=12 weightage)

Part C (Essay Type Questions)

*Answer any **two** questions.*

Weight 5 each.

19. Classify hotels according to different criteria.
20. Explain the operations of the engineering & maintenance department.
21. What is healthcare food service? Explain the arrangement of staff in a hotel kitchen.
22. What is a hotel chain? Write notes on the leading multinational and public sector hotel chains in India.

(2×5=10 weightage)

