

**B. COM. DEGREE END SEMESTER EXAMINATION - MARCH 2018**  
**SEMESTER – 6: COMMERCE (OPTIONAL COURSE FOR TRAVEL & TOURISM)**  
**COURSE: 15U6OPCTT4: HOSPITALITY MANAGEMENT**  
*(For Regular - 2015 Admission)*

Time: Three Hours

Max. Marks: 75

**SECTION A**

Answer **all** questions in not more than 5 sentences.

Each question carries **2** marks

1. Define Hospitality?
2. What is Cabana?
3. Expand FHRAI.
4. What do you mean by Rack rate?
5. What is Airport hotel? What is its importance?
6. What do you mean by chain hotels?
7. What do you mean by accommodation marketing?
8. Who is a night auditor? Mention his important duties.
9. Name any four International hotel chains operating in India.
10. How will you differentiate CP and EP? (2 x 10 = 20)

**SECTION B**

Answer **any Five** questions in not more than 2 pages. Each carries **5** marks

11. Briefly explain the different types of menu in hotels.
12. Write about the emerging trends in the promotion of hotel industry.
13. Explain the functions of front office.
14. Discuss the challenges of hospitality industry in India.
15. "Good housekeeping is considered as the backbone of accommodation sector"- Justify.
16. Explain the evolution of hospitality industry in India.
17. Discuss the important domestic hotel chains in India (5 x 5 = 25)

**SECTION B**

Answer **any Three** questions in not more than 5 pages. Each question carries **10** marks

18. Write an essay on categories of hotels.
19. Discuss the important managerial issues in hospitality management.
20. Explain the major functional department of hotels.
21. Explain the emerging trends in hospitality management.
22. Give a detailed account on the facilities and services of any five star hotel in India. (10 x 3 = 30)

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