

B.COM. DEGREE END SEMESTER EXAMINATION - MARCH 2020
SEMESTER –6: COMMERCE (OPTIONAL COURSE FOR TRAVEL AND TOURISM)
COURSE: 15U6OPCTT4: HOSPITALITY MANAGEMENT

(Common for Regular 2017 Admission & Supplementary 2016 /2015 Admissions)

Time: Three Hours

Max Marks: 75

SECTION A

Answer all questions in not more than 5 sentences. Each question carries 2 marks

1. Expand the following term
a. OOO b. DND
2. What is scanty baggage?
3. Write a short note on PMS
4. What do you mean by condominium hotel?
5. Differentiate between Vacant room and Vacated room.
6. What do you mean by Sauna?
7. Write about Skipping in Hotels.
8. Define Hospitality.
9. Differentiate between Bed board and Headboard.
10. Define No-Show. (2 x 10 = 20)

SECTION B

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

11. Detail about Meaning, Definition and Nature of Hospitality.
12. Write in detail about House Keeping and its functions
13. Write about the Managerial issues faced by Hotel Industry.
14. Explain about the role of Food Production Department in Hotels.
15. Write the different types of rooms in a hotels.
16. Explain about the Marketing strategies of Hotels
17. Elaborate the Objectives of Hospitality Management. (5 x 5 = 25)

SECTION C

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

18. Explain in detail about the emerging trends in Hotel industry.
19. Write in detail about the Role and Functions of Front Office Department.
20. Explain about different types of Accommodation Centers.
21. Explain about the threats and challenges faced by hotel industry.
22. Explain in Detail about the historical perspective of Hospitality in Indian. (10 x 3 = 30)
