

B. COM. DEGREE END SEMESTER EXAMINATION - APRIL 2021**SEMESTER –6: COMMERCE (OPTIONAL COURSE FOR TRAVEL & TOURISM)****COURSE: 15U60PCTT4: HOSPITALITY MANAGEMENT**

(Common for Regular 2018 admission & Improvement 2017/Supplementary 2017/2016 /2015 admissions)

Time: Three Hours

Max Marks: 75

PART A

Answer all questions in not more than 5 sentences.

Each question carries 2 marks

1. What do you understand by the term Concierge?
2. What do you mean by Incognito guest?
3. Which are the different modes of reservation in a hotel?
4. Differentiate between single and double room.
5. What is Casino Hotel?
6. How do you define Condominiums?
7. Differentiate between AP and MAP.
8. Who is night auditor?
9. What is the speciality of a suite room?
10. Give examples of supplementary accommodation. (2 x 10 = 20)

PART B

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

11. Detail the service areas coming under the front office department.
12. What is 'Timeshare' in hospitality industry?
13. Briefly discuss about 'heritage' concept in hospitality industry.
14. Explain the different problems faced by hotel industry.
15. Describe the guest cycle in a hotel.
16. Write a note on Chain Hotels with examples.
17. Which are the different types of menus available in a restaurant? (5 x 5 = 25)

PART C

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

18. Explain Front-House operations and Back House operations in a hotel.
19. Detail the functions of House Keeping Department.
20. How will you classify Hotels?
21. Critically examine the business level of hotel industry in the post COVID-19 scenario. Suggest measures for the revival of the industry.
22. Explain the important types of hotel ownerships.

(10 x 3 = 30)
