

B.COM. DEGREE END SEMESTER EXAMINATION - MARCH 2026
SEMESTER 6 : COMMERCE (OPTIONAL COURSE FOR TRAVEL AND TOURISM)
COURSE : 19U60PCTT4 : HOSPITALITY MANAGEMENT

(For Regular 2023 Admission and Supplementary 2022/2021/2020/2019/2018/2017/2016/2015 Admissions)

Time : Three Hours

Max. Marks: 75

PART A

Answer any 10 (2 marks each)

1. Judge the value "Atithi Devo Bhava".
2. Define heritage accommodation.
3. State the nature of housekeeping functions.
4. Culture significantly influences the type of hotels, do you agree?
5. State 4 advantages of tourism in hospitality management.
6. What is seasonal pricing?
7. Outline the key elements of restaurant infrastructure and management.
8. What do you mean by public relations?
9. What do you mean by sustainable development goals in green hospitality?
10. List out the prerequisites of hospitality management.
11. What do you mean by B&B hotels?
12. What do you mean by food infrastructure management?

(2 x 10 = 20)

PART B

Answer any 5 (5 marks each)

13. State the advantages of chain group of hotels. Also explain the major hotel chains in India.
14. Enhance the role of accommodation marketing.
15. Briefly explain the significance of the following in hospitality industry:- cultural diversity, two way communication, seasonality and relationship building.
16. Briefly explain the role of F&B department in a hotel.
17. Briefly discuss the nature of work in hotel industry.
18. Explain briefly the key positions in a kitchen.
19. Write a short note on any hotel that has adapted sustainable practices for tourism.
20. Explain the challenges faced by the hospitality industry.

(5 x 5 = 25)

PART C

Answer any 3 (10 marks each)

21. Discuss the following in detail a) Uniformed services in a hotel
b) Types of room rates.
22. Explain the Indian history of hospitality.
23. Explain in detail about eco-friendly accommodation.
24. Explain the following in detail:- (a) Factors responsible for successful induction
b) induction training.
25. Describe the different incentives and schemes provided by the government for the development of hospitality industry.

(10 x 3 = 30)