



MAR IVANIOS COLLEGE (AUTONOMOUS)
THIRUVANANTHAPURAM

Reg. No. :.....

Name :.....

Third Semester B.Voc. Degree Examination, November 2016
First Degree Programme under CSS
Skill Course – IX (for Tourism & Hospitality Management)
AUTH371: Hospitality Management

Time: 3 Hours

Max. Marks: 80

SECTION – A

Answer ALL questions in one or two sentences.

1. What do you mean by hospitality services ?
2. What is uniformed service ?
3. What is room status discrepancy ?
4. What do you mean by sleeper ?
5. The concept of capsule hotel was originated in _____.
6. Who is a sous chef de cuisine ?
7. What is property management system ?
8. Define housekeeping ?
9. Name the largest hotel chain in India ?
10. Give an example for back of the house in a hotel ?

(10 × 1 = 10 Marks)

SECTION – B

Answer any EIGHT questions, not exceeding a paragraph of 50 words.

11. Classify hotels on the basis of levels of services ?
12. Classify the food and beverage service outlets in a star hotel.
13. What is proprietary ownership in hotel industry ?
14. Classify the departments of a hotel on the basis of revenue generation.

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15. What is the concept of Concierge in a star hotel ?
16. List the departments of the hotel with which the front office communicate.
17. What are the different bases of charging the room rent ?
18. Mention the importance of reservation for the hotel.
19. What do you mean by Form C ?
20. Differentiate Time share and Condominium hospitality units.
21. Describe the various types of room keys you may find in a hotel.
22. Draw the organisation chart of food and beverage production department.

(8 × 2 = 16 Marks)

SECTION – C

*Answer any **SIX** questions, in a page of **100** words.*

23. Define hotel. Write notes on the various departments of a large hotel ?
24. What are the qualities and attributes required for a hospitality staff ?
25. Mention the organisation of accounting department and explain the duties and responsibilities of a chief accountant.
26. Describe the various types of rooms you will find in a hotel.
27. Give a brief account of the Indian chain hotels.
28. Draw a neat layout of front office department of a deluxe hotel and explain each sections.
29. How does tourism affect the hotel industry ?
30. What are the various modes of settlement of guest accounts in a hotel ?
31. Highlight the emerging trends in accommodation sector.

(6 × 4 = 24 Marks)

SECTION – D

*Answer any **TWO** questions, not exceeding four pages.*

32. Trace the origin and growth of hotel industry in India.
33. The classification of hotels is very important – Comment.
34. Housekeeping department has been recognized as the back bone of accommodation management. Comment.
35. Explain the role of FHRAI in the development of hotel business.

(2 × 15 = 30 Marks)

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