MAR IVANIOS COLLEGE (AUTONOMOUS) THIRUVANANTHAPURAM

Reg. No. :…………………　　　　　Name :…………………

Third Semester B.Voc. Degree Examination, November 2015
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. Define hotel.
2. Expand GRC.
3. Define Franchise.
4. What is Grand master key ?
5. What is scanty baggage ?
6. Define travel.
7. What is coffee shop ?
8. Who is a skipper ?
9. What do you mean by no show ?
10. Define recruitment.

(10 × 1 = 10 Marks)

SECTION – B

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

11. What is the importance of human resource department in the hotel ?
12. What is Form C ?
13. What is paging ?

P.T.O

14. Which are the data needed in the reservation form ?
15. What is a capsule hotel ?
16. What is bell desk ?
17. What is a flower room ?
18. Which are the types of banquet service ?
19. Mention the stages in guest cycle.
20. What is a room tariff card ?
21. Name the types of hotel rooms.
22. Write the functions of travel desk.

(8 × 2 = 16 Marks)

SECTION – C

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

23. Explain the role of housekeeping control desk.
24. Write a short note on property management system.
25. Make a note on the engineering and maintenance department.
26. Explain different types of services.
27. Write about the different types of menus.
28. Explain the basic functions of front office.
29. Comment on the role of night auditor.
30. Explain the meal plans.
31. Make a note on the major hotel chains in India.

(6 × 4 = 24 Marks)

SECTION – D

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

32. Write in detail about the classification of hotels.
33. Draw and explain the organization structure of Food and beverages department.
34. Write an essay on the evolution and growth of hotel industry.
35. Explain the layout of the front office department with illustration.

(2 × 15 = 30 Marks)

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