



**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**

*(for 2014 Admissions – Improvement Only)*

Time: 3 Hours

Max. Marks: 80

**SECTION – A**

*Answer ALL questions in one or two sentences.*

1. Motel
2. European Plan
3. FHRAI
4. Cabana
5. Lobby
6. Property management system
7. Capsule hotel
8. Dupleix
9. Floatel
10. Athithidevo bhavah

**(10 × 1 = 10 Marks)**

**SECTION – B**

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

11. Explain the process of check in and checkout.
12. Differentiate between timeshare resorts and condominiums.
13. Explain the concept of home stays. Which are the categories of home stays in Kerala ?
14. Write a note on the various types of meal plans in a hotel.

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15. Mention the importance of sales and marketing department in a hotel.
16. What do you understand by cancellation and amendment in reservation of hotel rooms ?
17. Explain the various types of menu.
18. What is guest registration ?
19. What are the major security systems available in a hotel ?
20. Mention the major uniformed services in a hotel.
21. Define guest cycle.
22. Write examples for emerging trends in accommodation.

**(8 × 2 = 16 Marks)**

### **SECTION – C**

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

23. Describe in your own words the use of information technology in hospitality industry.
24. What are the qualities required for a good front office staff ?
25. Which are the major types of guest complaints ? How will you handle them ?
26. A foreign couple has come to the hotel where you are in charge of front office. Explain the process of registration needed for them.
27. After a guest has checked out, the housekeeping staff have found an expensive watch from his room and handed it to you in the front office. What will be your next course of action ?
28. What are the functions of housekeeping department ?
29. Describe the various types of F & B service in a hotel.
30. Differentiate between primary and secondary accommodation.
31. How are hotels categorized in India ?

**(6 × 4 = 24 Marks)**

### **SECTION – D**

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

32. Describe the various types of hotel ownership.
33. Explain the various types and categories of hotels.
34. Discuss in detail the major functional departments of a hotel.
35. What is the importance of human resources in hospitality industry ?

**(2 × 15 = 30 Marks)**

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