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Reg. No. : .....

Name : .....

Sixth Semester B.Com. Degree Examination, April 2017
First Degree Programme under CBCSS
Stream 3 : Travel and Tourism
Elective Course IV : CO 1661.3
HOSPITALITY MANAGEMENT
(2013 Adm. Onwards)

Time : 3 Hours Max. Marks : 80

SECTION – A

Answer **all** questions in **one** or **two** sentences. **Each** question carries **1** mark.

1. What do you mean by hospitality ?
2. What is F and B stands for ?
3. What do you mean by star rating in hotel industry ?
4. What is commercial hotel ?
5. What is European plan ?
6. What do you mean by accommodation ?
7. What is Guest Cycle ?
8. What is a reservation record ?
9. What do you mean by double suite ?
10. What is the role of house men in a hotel ? **(10×1=10 Marks)**

SECTION – B

Answer **any eight** questions in **not** exceeding **one** paragraph **each**. **Each** question carries **2** marks.

11. List out the stages of registration.
12. Write a note on international hotel association.

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13. What do you mean by Sanatoria ?

14. Write a note on holiday villages.

15. What do you mean by bar management ?

16. What are the particulars in a cheque ?

17. What are the major responsibilities of bell attendants ?

18. List any four duties and responsibilities of executive housekeeper.

19. Who is a Room Attendant ?

20. Name any two organization associated with hotel approval and recognition.

21. What is the role of production staff in a hotel ?

22. What do you mean by group reservation ? **(8×2=16 Marks)**

SECTION – C

Answer **any six** questions in **not** exceeding **120** words. **Each** question carries **4** marks.

23. Trace the emergence of hotel industry.

24. Describe the organizational structure of restaurant.

25. How will you plan a hotel for 21st century ?

26. What are the functions of menu ?

27. What are the duties and responsibilities of night auditor ?

28. Write a note on preparation of cheques and receiving payment in a hotel.

29. What are the uses of Hubbart's formula ?

30. What are the duties and responsibilities of front office cashier ?

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31. Write a note on :

a) Caravans

b) Rotels

c) MICE tourism

d) Casino. **(6×4=24 Marks)**

SECTION – D

Answer **any two** questions in **not** exceeding **four** pages **each**. **Each** question carries **15** marks.

32. Define restaurant. What are the basic etiquettes of restaurant staff ?

33. What is Front Office ? State the functions of front office. What are the qualities required by Front Office staff ?

34. What is Guest Cycle ? Describe the stages of guest cycle.

35. What do you mean by supplementary accommodation ? Explain the different forms of supplementary accommodation. **(2×15=30 Marks)**

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