SAINT'S COLLEGE LIBRARY
TRIVANDRUM

(Pages : 3)

E – 1747

Reg. No. : .....

Name : .....

Sixth Semester B.Com. Degree Examination, April 2018
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. Define Hospitality management.
2. Define Guest.
3. What do you mean by cuisine ?
4. What is gradation ?
5. Define motel.
6. What do you understand by 'American Plan' ?
7. What is Room service ?
8. What is Casino Hotels ?
9. What are eco hotels ?
10. What do you mean by Front office ?

(10×1=10 Marks)

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SECTION – B

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

11. What are the considerations when planning housekeeping facilities ?
12. What is the role of security department in a hotel ?
13. Define the term menu.
14. What do you mean by Night auditing ?
15. What is (a) Youth hostels (b) Camping ?
16. Write a note on payment through Credit Card.
17. What is the role of horticulturist in a hotel ?
18. What do you understand by Time share accommodation ?
19. What is the role of bar in a hotel ?
20. What do you mean by holiday village ?
21. What is the role of accounts department in a restaurant ?
22. What do you mean by hotel feasibility study ? **(8×2=16 Marks)**

SECTION – C

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

23. What are the duties and responsibilities of Front Office Manager ?
24. Explain the functions of F and B Section.
25. What are the steps in the Guest Registration process ?
26. Write a note on safety of guests.
27. Explain the basic etiquettes for restaurant staff.
28. Write a note on importance of safety of guest in a hotel.

29. What are the situations when a customer is refused accommodation in a hotel ?

30. What are the advantages of good housekeeping ?

31. Write a note on the organizations associated with the approval and recognition of a hotel. **(6×4=24 Marks)**

SECTION – D

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

32. Define Restaurant. Explain different types of restaurants.

33. Define hotel. Explain the different classification of hotels on the basis of their location.

34. Explain the role and functions of tourism finance corporation in the promotion of tourism.

35. State the importance of housekeeping department in a hotel. Describe the organizational structure of housekeeping department. **(2×15=30 Marks)**