SAINTS COLLEGE LIBRARY TRIVANDRUM

Reg. No. : .....

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(Pages : 3)

**G – 1506**

**Sixth Semester B.Com. Degree Examination, April 2019**
**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**. **Each** question carries **one** mark.

1. Define hotel.
2. What is booking ?
3. Define check in.
4. What is a C form ?
5. Define a double room.
6. What is guaranteed arrival ?
7. What is a triplet room ?
8. What are boatels ?
9. What do you mean by rack rate ?
10. What is CRS ?

**(10×1=10 Marks)**

**P.T.O.**

## SECTION – B

Answer **any eight** questions in **one** paragraph **each**. **Each** question carries **2** marks.

11. Which are the types of menu ?

12. Classify hotels based on location.

13. What are the types of bar ?

14. Differentiate between twin room and double room.

15. How can you calculate occupancy percentage ?

16. What are the functions of the front office department ?

17. Explain the features of a five-star hotel.

18. List a few village tourism destination in Kerala.

19. Which are the types of buffet services ?

20. Describe the importance of house captain in hotel industry.

21. What is meant by feasibility survey ?

22. What is night auditing ? **(8×2=16 Marks)**

## SECTION – C

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

23. What are the methods of hotel reservation ?

24. Describe the role of accounts departments in a hotel.

25. Explain the facilities to be provided in a resort hotel.

26. What are the sources of hotel finance ?

27. Explain with example, how to handle guest complaints.

28. Write a note on the organisations associated with the recognition and classification of hotels.

29. What is the role of the general manager of a hotel ?

30. Explain the basic etiquettes for restaurant staff.

31. Write a note on hotel planning for the 21st century. **(6×4=24 Marks)**

## SECTION – D

Answer **any two** questions in **not** exceeding **4** pages **each**. **Each** question carries **15** marks.

32. Explain in detail the different types of accommodation.

33. Describe the history of hotels.

34. Tourism and hotel industry are complimentary to each other. Justify.

35. Explain in detail the check in and check out procedure. **(2×15=30 Marks)**