

Reg.No.:

Name:

Fourth Semester B.Com.Degree Model Examination, July 2017

(Career Related First Degree Programme under CBCSS)

Group 2 (a)

Commerce and Tourism and Travel Management

Vocational Course – VI

TT 1472: HOSPITALITY MANAGEMENT

Question Bank

Section – A/B

(Answer all questions. Each carries 1-2 mark)

1. Define hotel?
2. Who is a walk in guest?
3. What is lobby?
4. What is décor of a hotel?
5. What is down town hotels?
6. What is a motel?
7. What is capsule hotel?
8. Define hospitality management?
9. Ashoka group of hotels are owned by.....?
10. The head quarters of TFCI is located on....?
11. Asia's largest hotel chain ?
12. What is Bermuda plan?
13. What is MAP plan?
14. Expand FHRAI?
15. A Quad room can accommodate.....persons?
16. What do you mean by hotel concierge?
17. What is cafeteria?
18. What are the main functions of housekeeping department?
19. What is theme restaurant?
20. Expand HRACC?
21. List out the 2 main departments in a restaurant?
22. What is floating hotels?
23. Who is buzzer?

24. What are holiday villages?
25. What is the objective of Tourism Finance Corporation?
26. Explain youth hostels?
27. Explain the role of ITDC in promoting accommodation sector?
28. What are heritage hotels?
29. What are the functions of front office department?
30. What is difference between primary and secondary accommodation?
31. What is the difference between hotel and restaurant?
32. What are the various payment methods in a hotel?
33. What is banquet hall?
34. What is MICE tourism?
35. Who is a tour operator?
36. What is a travel agency?
37. List out the various documents needed for international travel?
38. What is hotel accounting?
39. What are bed and breakfast establishments?
40. What are the functions of International Hotel Association?
41. What is housekeeping?
42. What are the qualities of a front office staff? Mention.
43. Explain linen room in a hotel?
44. What are convention centers?
45. What are the meal plans in a hotel?
46. List out four major hotel chains in India?
47. What are the basic etiquettes of a restaurant staff?
48. What are the main activities of hotel accounting?
49. What are the sources of hotel reservation?
50. Explain the main areas of hotel kitchen?
51. **Section –C(4 Marks)**
52. Explain the organizational structure of food and beverage department and describe the functions?
53. What are the different types of hotels?
54. Explain hotel plans in detail?
55. Explain different types of menus in a restaurant?
56. What re the different table services in a hotel?
57. What are the precautions to ensure the safety of guests?
58. What are the various departments in a hotel? Briefly explain.
59. Which are the main types of accommodation? Briefly explain the new trends in supplementary accommodation?
60. Explain guest life cycle in a hotel?
61. Explain the term check in and check out? Explain the formalities?
62. Define public relations? Explain the role of public relation manager in a hotel?
63. What do you mean by gradation of hotels? What are the advantages for both guest and host?

64. What are the various types of restaurant?

65. Define cheque and explain cheque payment method in hotels and the major parts in a cheque?

66. What is foreign exchange? Explain the forex payment method in hotel?

67. Section-D(15 Marks)

68. Draw the organizational chart of a large scale hotel and explain various functions of each department?

69. Classify hotels based on location, size, length of guest stay and target market?

70. Star classification mutually beneficial to the hotel and guest. How? Explain the ranking system of hotels in India?

71. Describe the role played by ITDC in the development of tourism and hospitality sector in India?