

**FIRST SEMESTER (CBCSS—UG) DEGREE EXAMINATION, NOVEMBER 2021**

Hotel Management and Culinary Arts

BHC 1B 01—INTRODUCTION TO HOSPITALITY INDUSTRY

(2021 Admissions)

Time : Two Hours and a Half

Maximum : 80 Marks

**Section A***Answer at least ten questions.**Each question carries 3 marks.**All questions can be attended.**Overall Ceiling 30.*

1. What is Adventure Industry ?
2. What do you mean by Condominium ?
3. Define the term Hotel.
4. What is the role of Purchase department of a hotel ?
5. What do you understand by Franchising ?
6. What is C Form ?
7. What is Room rack ?
8. Who is a Concierge ?
9. What is a Back Office ?
10. Define European Plan.
11. What is Tariff ?
12. Describe Lanai.
13. What is paging ?
14. What is the role of Desk control room ?
15. What is Support Department ?

(10 × 3 = 30 marks)

**Turn over**

**Section B (Short Answer Type Questions)**

*Answer at least five questions.*

*Each question carries 6 marks.*

*All questions can be attended.*

*Overall Ceiling 30.*

16. Write an note on History of Taj Group of Hotels and Resort.
17. Explain types of Room Rates.
18. Write note on Meal Plan.
19. Classify the hotels according to theme.
20. List out objectives of Hotel Housekeeping.
21. Explain the layout of Housekeeping Department.
22. What are the components of Hospitality industry ?
23. Write a note on Function of Reservation Department.

(5 × 6 = 30 marks)

**Section C**

*Answer any two questions.*

*Each question carries 10 marks.*

24. Briefly explain any ten types of guest room found in the hotel.
25. What is Hotel Automation ? Why Automation is important in Hotel industry ? Brief.
26. Explain in details the duties performed by Bell Desk.
27. Write about Evolution and growth of Hospitality in India.

(2 × 10 = 20 marks)