

<b>QP Code: D 112589</b>		<b>Total Pages: 02</b>	<b>Name:</b>
		<b>Register No.</b>	
<b>FIRST SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2024</b>			
<b>(CUFYUGP)</b>			
<b>BHA1MN101 FUNDAMENTALS OF TOURISM AND HOSPITALITY INDUSTRY</b>			
<b>2024 Admission onwards</b>			
<b>Maximum Time :2 Hours</b>			<b>Maximum Marks :70</b>
<b>Section A</b>			
<b>All Question can be answered. Each Question carries 3 marks</b>			
1	List the different sectors within the hospitality industry.	Ceiling : 24 Marks	
2	What was the role of inns in early hospitality?		
3	What are the key grooming standards expected from hotel professionals?		
4	What role did early hotels play in accommodating travelers?		
5	Define the term 'Motel'		
6	What is the scope of the hospitality industry?		
7	List the basic personal hygiene practices in the hospitality industry.		
8	Explain the importance of customer service in a hospitality environment.		
9	Describe the features of floating hotels.		
10	Describe the role of time management in hospitality operations.		
<b>Section B</b>			
<b>All Question can be answered. Each Question carries 6 marks</b>			
11	How would you apply effective communication techniques to enhance customer satisfaction in a hotel setting?	Ceiling : 36 Marks	
12	Analyze the differences between small, medium, and large hotels.		
13	Discuss the significance of grooming standards in enhancing guest satisfaction within different hotel departments.		
14	Differentiate between revenue and non-revenue generating departments in hotels.		
15	Apply the concept of customer service to resolve common guest issues.		
16	Discuss the role of technology in enhancing guest experiences in modern hotels.		

17	How would you implement time management strategies in a fast-paced hospitality environment?	
18	Analyze the key elements that contribute to successful motels.	
<b>Section C</b>		
<b>Answer any ONE .Each Question carries 10 marks</b>		
19	Evaluate the evolution of hotel chains and their impact on the hospitality industry.	1x10=10 Marks
20	Discuss the evolution of travel and its impact on the growth of the hotel industry in India.	