

QP Code: D 123557		Total Pages: 1	Name:
			Register No.
<b>SECOND SEMESTER (CUFYUGP) DEGREE EXAMINATION, APRIL 2025</b>			
<b>BHA</b>			
<b>BHA2FM106 Introduction to Hospitality Business</b>			
<b>2024 Admission onwards</b>			
<b>Maximum Time :1.5 Hours</b>			<b>Maximum Marks :50</b>
<b>Section A</b>			
<b>All Questions can be answered. Each Question carries 2 marks (Ceiling: 16 Marks)</b>			
1	Define the term 'hospitality'		
2	What is meant by hotel chain?		
3	Name three popular hospitality segments other than hotels.		
4	Why is customer satisfaction important in hospitality?		
5	What is a Room Status Report?		
6	Define the term Concierge.		
7	What is a logbook?		
8	What is a rooming list?		
9	Define the term "No-Show."		
10	What is meant by lost and found?		
<b>Section B</b>			
<b>All Questions can be answered. Each Question carries 6 marks (Ceiling: 24 Marks)</b>			
11	Trace the history of the hotel industry.		
12	Discuss the importance of the food and beverage department in hotels.		
13	Explain different meal plans offered by hotels.		
14	Describe the duties of a Room Attendant.		
15	Explain the different stages of guest cycle in a star hotel		
<b>Section C</b>			
<b>Answer any ONE. Each Question carries 10 marks (1x10=10 Marks)</b>			
16	Explain classification of hotels based on clientele.		
17	Explain the duties and responsibilities of a Front Office Supervisor.		