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Name.....

Reg. No.....

**FIRST SEMESTER (CBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2022**

Hotel Management and Culinary Arts

BHC 1B 01—INTRODUCTION TO HOSPITALITY INDUSTRY

(2019—2022 Admissions)

Time : Two Hours and a Half

Maximum : 80 Marks

Section A

*Answer the following questions.
2 marks each. (Maximum 25 marks)*

1. What is back office ?
2. What are Mid range hotels?
3. Define Atrium concept.
4. What is Transient Hotel ?
5. Define boutique hotel
6. What is institutional catering
7. What is ORP ?
8. What is the function of account department in hotel ?
9. What is the function of bell desk section in hotel ?
10. What is over booking ?
11. What is guest cycle in front office ?
12. What is check in process in hotel ?
13. What are the duties of a tailor ?
14. Define conventional cleaning.
15. What is housekeeping Desk control ?

(25 Marks)

Turn over

Section B (Short Answer Type Questions)

Each question carries 5 marks.

Maximum 35 marks.

16. Explain the difference between “Rotel “and “Motel” ?
17. Explain about Supplementary Accommodation.
18. Write the advantages of timeshare.
19. Write the Importance of Front Office Department.
20. Write the duties and responsibilities of front desk agent.
21. What are different types of reservation ?
22. Explain the meal plans in hotel.
23. Explain the check in process of VIP Guest.

(35 Marks)

Section C

*Answer any **two** of the following questions.*

Each question carries 10 marks.

Maximum 20 marks.

24. Discuss the classification of hotel based on length of stay and theme
25. Write the difficulties in marketing timeshare. How can we improve timeshare and condominium in India
26. Explain guest cycle in front office.
27. What are the different types of room rates ? Explain.

(2 × 10 = 20 marks)