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Name.....

Reg. No.....

FIRST SEMESTER B.A./B.Sc. DEGREE EXAMINATION, NOVEMBER 2019

(CUCBCSS—UG)

Hotel Management and Culinary Arts/Catering Science
BSH/C1B01—INTRODUCTION TO HOSPITALITY INDUSTRY

(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

Section A

Answer all questions.

1. The first attempt of the English was made after they _____ had establishes a foot hold in India.
2. The battle of Panipet was in _____ A.D.

State True or False :

3. Inns are generally establishments or buildings where travelers can seek lodging and, usually, food and drink
4. Guests stay for a minimum period of one month and up to two years is called _____.
5. In developed nations hotels with _____ rooms considered very large.
(a) 300-500. (b) 500-700.
(c) 600-1000. (d) 700-1200.
6. _____ not only includes duty and responsibilities but also contains report relationships, working conditions, authority and control and coordination with other departments.
7. _____ refers to automated data analysis of large amount of data stored in a data warehouse.
8. _____

Section B*Answer any eight questions.*

11. Adhiti devobhava.
12. Convention Centers.
13. Difference between hotels and motels.
14. Resort hotel.
15. Functions of Information Desk.
16. Span of control .
17. SERVQUAL.
18. Moment of truth.
19. Quad.
20. Five Star Deluxe Category.

(8 × 2 = 16 marks)

Section C*Answer any six of the following.*

21. Points out the Growth of Hospitality Industry In India ?
22. Write shortly about the sectors of Entertainment Industry and time share in hospitality industry.
23. Describe the comparison of Hotel and Motel ?
24. Write a detailed note of Non revenue departments in a star hotel ?
25. Write short notes about Organization Charts.
26. How services are different from products ?
27. Define Supplementary Accommodation.
28. Explain the term of limousine service.

(6 × 4 = 24 marks)

Section D*Answer any two questions.*

29. Write in detail about the hospitality ethics ?
30. How do boarding houses and lodges provide supplementary accommodation ?
1. Write brief notes on : (a) Outdoor Catering (b) Welfare Catering, (c) Industrial Catering.

(2 × 15 = 30 marks)