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(Pages : 2)

Name.....

Reg. No.....

**FIRST SEMESTER (CBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2023**

B.H.A.

BHA 1B 01—INTRODUCTION TO THE HOSPITALITY INDUSTRY

(2019—2023 Admissions)

Time : Two Hours and a Half

Maximum : 80 Marks

Part A (Short Answer Type)*Each question carries 2 marks.**(Ceiling 25)*

1. Define the term “Hospitality”.
2. What are the main sectors of the hospitality industry ?
3. Define limousines.
4. Who is a Valet Parking Attendant ?
5. What is Rack Rate ?
6. What is transit hotel ?
7. List down any two duties of a bell boy.
8. Define a Downtown Hotel.
9. What is smoke detector ?
10. Define the term “tavern”.
11. What is a Cabana ?
12. What do you mean by Guest Account ?
13. Define condo hotel.
14. What is a Lobby ?
15. What is a C Form ?

(25 Marks)

Turn over

Part B (Paragraph Type Questions)

Each question carries 5 marks.

(Ceiling 35)

16. What are the functional areas of a front office department ?
17. Explain the different types of meal plans used in hotel industry.
18. Write down the skills necessary in dealing with guest problems.
19. Explain the Function of Bell desk.
20. Explain various types of rooms available in a hotel.
21. Differentiate between timeshare and condominium.
22. Explain the types of accounts maintained by front office department.
23. Explain the role of Information Technology in hotels.

(35 Marks)

Part C

*Write any **two** essay questions.*

Each question carries 10 marks.

24. Give hierarchy of the Front Office department of a five-star hotel. List ten duties of Front Office Supervisor.
25. Discuss the role and responsibilities of Guest Relation Executive in star hotel.
26. Explain the evolution and growth of hotel industry in India.
27. Discuss the various factors responsible for the promotion of tourism in India.

(2 × 10 = 20 marks)