

D 53669

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Name.....

Reg. No.....

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

Hotel Management and Culinary Arts

BHC 1B 01—INTRODUCTION TO HOSPITALITY INDUSTRY

(2019—2023 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 garni hotel ?
2. Explain heritage hotels.
3. What is Murphy room ?
4. What is lanai ?
5. Define Condominium hotel.
6. What is welfare catering ?
7. What is ONRP ?
8. What is the function of F and B department ?
9. What is the function of reservation section in hotel ?
10. Define rack rate.
11. Who is CIP ?
12. What is Guaranteed Booking ?
13. Give any *two* duties of head gardener ?
14. Who is a Valet ?
15. What is spring cleaning ?

(25 Marks)

Turn over

Section B (Short Answer Type Questions)

Each question carries 5 marks.

(Maximum Marks 35)

16. Explain Classification of hotel Based on level of service.
17. What is 5star hotels ?
18. Write the important function of from office.
19. How does house-keeping coordinate with front office ?
20. Duties and responsibilities of front desk agent
21. Write the Important features of Timeshare.
22. Write the trait of hospitality employees.
23. Explain the various ways to guarantee a reservation.

Section C

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

Each question carries 10 marks.

(Maximum 20 marks)

24. Write about the History and development of hotel industry.
25. Explain the different types of guest rooms provided by the hotel ?
26. Duties and responsibilities of front office manager.
27. Explain the function of bell desk / information desk.

(2 × 10 = 20 marks)