

D 93929

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Name.....
Reg. No.....

**FIRST SEMESTER (CBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2020**

Hotel Management and Culinary Arts
BHC 1B 01—INTRODUCTION TO HOSPITALITY INDUSTRY

(2019 Admissions)

Maximum : 80 Marks

Time : Two Hours and a Half

Section A

Answer at least ten questions.

Each question carries 3 marks.

All questions can be attended.

Overall Ceiling 30.

1. What is Support Department ?
2. What is the role of Purchase Department ?
3. What do you understand by Residential Hotels ?
4. What is Cabana ?
5. What is Rack rate ?
6. Describe Back office.
7. What do you understand by Customer satisfaction ?
8. Define Master Folio.
9. Briefly explain about Room rack.
10. What do you mean by turn down service ?
11. What do you understand by Guest Complaints ?
12. Write short note on Evolution and growth of hotel industry - Post independence.
13. Explain Par stock.
14. Which are the different sections of Front office Department ?
15. What do you understand by customer service ?

(10 × 3 = 30 marks)

Turn over

Section B

Answer at least five questions.

Each question carries 6 marks.

All questions can be attended.

Overall Ceiling 30.

16. What are the Basic Functions of Housekeeping Department ?
17. Write a brief history on commencement of Taj Group of Hotels and Resorts.
18. What is Hotel Automation ? Why Automation is important in Hotel industry ?
19. Write the Bathroom and Guest Room supplies of five star hotel.
20. What is Guest cycle ? Explain Arrival.
21. What is uniformed Service and explain its function ?
22. What do you mean by Condominium ?
23. Explain the importance of Control desk with its functions.

(5 × 6 = 30 marks)

Section C

Answer any two questions.

Each question carries 10 marks.

24. Explain Guest cycle.
25. Explain the different types of guest rooms.
26. What is Housekeeping ? Explain the Functions, Scope and Objectives of Housekeeping Department.
27. Explain about different types of catering establishments.

(2 × 10 = 20 marks)