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(Pages : 2)

Name.....

Reg. No.....

**FIRST SEMESTER (CBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2021**

Hotel Management and Catering Science

BSH 1B 01—INTRODUCTION TO HOSPITALITY INDUSTRY

(2021 Admissions)

Time : Two Hours and a Half

Maximum : 80 Marks

Section A

Answer at least ten questions.

Each question carries 3 marks.

All questions can be attended.

Overall Ceiling 30.

1. Write any *four* job descriptions of Bell boy ?
2. Define Resorts.
3. What do you understand by customer service ?
4. Explain Welfare catering.
5. Write a short note on History of travel during English Raj.
6. Define Condominium.
7. What are the different types of Hospitality ?
8. Who is internal customer ?
9. Classify hotel on the basis of size.
10. What are non- revenue departments of a hotel ?
11. Define Hotel.
12. What are medium sized hotel ?
13. Define Railway catering.
14. Explain Motel.
15. Define Outdoor Catering ?
16. What are the functions of Reception ?

(10 × 3 = 30 marks)

Turn over

154561

Section B

*Answer at least **five** questions.*

Each question carries 6 marks.

All questions can be attended.

Overall Ceiling 30.

17. Inns of Early Times. Explain.
18. Explain any *five* types of Supplementary accommodation.
19. Explain the history of travel during Mughal Empire.
20. Write about the different traits of Hospitality employee.
21. What are the different Job descriptions of a Front office manager.
22. Explain about the History of Hotels in America ?
23. What are the difference between Service and Physical product ?

(5 × 6 = 30 marks)

Section C

*Answer any **two** questions.*

Each question carries 10 marks.

24. Write about Evolution and growth of Hospitality in India.
25. Explain about different types of catering establishments.
26. Hospitality Ethics and Standards. Describe.
27. Classify Hotel on the basis of Location.

(2 × 10 = 20 marks)