

E 6188



Reg. No.....

Name.....

B.Com. DEGREE (C.B.C.S.S.) EXAMINATION, SEPTEMBER 2024

Sixth Semester

HOSPITALITY MANAGEMENT

(For the Optional Stream Travel and Tourism of Model I and Model II B. Com and U.G.C. Sponsored B. Com. Travel and Tourism)

[Prior to 2013 Admissions]

Time : Three Hours

Maximum Weight : 25

Section A

Answer all questions.

Each bunch of four questions carries a weight of 1.

I. Choose the correct answer :

- 1 Which of the following is the objective of hospitality management ?
 - a) Customized service.
 - b) Cleanliness.
 - c) Continuous employee training.
 - d) All of these.
- 2 Which department receives orders to deliver food and beverages to the guest's rooms :
 - a) Housekeeping.
 - b) Front Office.
 - c) Room Service.
 - d) Food and Beverage.
- 3 Which of the hotel chain is owned by Tata ?
 - a) Oberoi.
 - b) Taj.
 - c) Sheraton.
 - d) Trident.
- 4 Which of the following section is mainly responsible for luggage handling of the guests ?
 - a) Security.
 - b) Banquet.
 - c) Bell desk.
 - d) Front office manager.

Turn over





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II. Fill in the blanks :

- 5 Menu planning is done by _____.
- 6 Which State has the maximum number of heritage hotels in India.
- 7 Food or beverages served in guest rooms is known as _____.
- 8 Pench Tree Lodge in Madhya Pradesh is an example of _____.

III. State whether the following statements are True or False :

- 9 Bell captain is the chief supervisor of front office department.
- 10 Tax holiday is an incentive scheme.
- 11 The first hotel in India was established in 1803.
- 12 The hotels are rated according to the location.

IV. Match the following :

- | | |
|--------------------------|--------------------------------|
| 13 Guest folio | a) Pineapple. |
| 14 Sheraton | b) Guest report. |
| 15 Symbol of hospitality | c) Guest bill. |
| 16 Commercial hotel | d) International hotel. |
| | e) Apple. |
| | f) First type of hotel in USA. |

(4 × 1 = 4)

Section B

*Answer any **five** questions.
Each question carries a weight of 1.*

- 17 Define hospitality management.
- 18 List the duties of the front office manager.
- 19 What are the three broad classification of hotels ?
- 20 Briefly explain the guest cycle.
- 21 What are the types of hotel accommodation ?





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- 22 What are the ethical issues in hospitality management ?
- 23 Write a short note on eco-friendly accommodation.
- 24 State the functions of purchase manager in a hotel.

(5 × 1 = 5)

Section C

*Answer any **four** questions.
Each question carries a weight of 2.*

- 25 Discuss the historical development of the hospitality industry.
- 26 Briefly describe the functions and responsibilities of any five major departments in a hotel.
- 27 What is food service management ? Explain the roles of a food service manager.
- 28 What is the importance of accommodation in tourism ? Explain.
- 29 How does the culture affect in hospitality industry.
- 30 Write a short essay on the recent technological trend in the hospitality sector.

(4 × 2 = 8)

Section D

*Answer any **two** questions.
Each question carries a weight of 4.*

- 31 Explain the scope and importance of hospitality management.
- 32 Briefly explain the importance of safety and hygiene in a hotel kitchen.
- 33 Critically examine the role of state in the promotion of hospitality industry in Kerala.

(2 × 4 = 8)

