**B.COM (TRAVEL AND TOURISM)**

**Semester V**

**CO 1561.3 Hospitality Management**

**Section A. One or Two Sentence Questions (1 Mark)**

1. What is motel?
2. What do you mean by Condominium hotels?
3. What do you mean by concierges?
4. Explain youth hostels accommodations?
5. Expand the FHRAI?
6. What are the main functions of travel desk in hotel?
7. What is heritage Hotels?
8. What is hospitality?
9. What is housekeeping?
10. Explain the Dormitories?
11. What is a travel bungalow?
12. Mention one grading criterion for hotels.
13. What is the role of housekeeping?
14. Name one food preservation method.
15. Define restaurant etiquette.
16. Mention one type of catering.
17. What is room tariff?
18. What is a dormitory?
19. Mention one type of menu.
20. What is a home stay?

**Section B. One Paragraph Questions (2 Marks)**

1. What is mean by Hospitality Management?
2. What is sales marketing?
3. What is lanai rooms?
4. What are the components of Hospitality industry?
5. Which are the different types of star category in hotel?
6. Write the nature of Homestays?
7. What are the major functions of front office?
8. What are the qualities of Front office staff?
9. What is Flotels hotel?
10. What is mean by menu and types of menu?
11. What is room service?
12. What is mean by airport hotels?
13. What are international resorts?
14. Explain the role of the food and beverage department.
15. What are supplementary accommodations?
16. Write a short note on youth hostels.
17. Differentiate between a hotel and a motel.
18. What is the importance of lobby management?
19. What is a guest log book?
20. Mention two key duties of restaurant staff.

**Section C. Short Answer Questions (4 Marks)**

1. Explain the emergence and development of the hotel industry.
2. Describe the functions of the front office department.
3. Write a note on classification and grading of accommodation types.
4. Explain the types of catering services with examples.
5. Describe the organizational structure of a hotel.
6. Discuss different types of room tariff plans.
7. Explain the importance of the Housekeeping Department.
8. Write about the financial documents prepared in hotel management.
9. Explain the role of private agencies in catering for tourism.
10. Describe the food safety and food adulteration prevention rules.
11. What are the functions of Food and Beverage Department?
12. What is Modified American Plan?
13. What are the stages of Guest Cycle?
14. Explain the Guest Log book preparation?
15. What are the criteria for getting classified homestays?
16. Explain the emergence steps of the Hotel?
17. What are the duties of front office manager?
18. Explain the different types rooms tariff plan?

**Section D. Essay Questions (15 Marks)**

1. Explain the classification of accommodation?
2. What are the important departments of hotels?
3. What are the functions of HRM in hotel?
4. Explain the characteristics of hospitality industry?
5. Explain in detail the development of the hospitality industry and the laws pertaining to hospitality.
6. Describe the different types of accommodation and explain the classification and grading system.
7. Discuss the main departments in a hotel and their functions.
8. Elaborate on the functions and structure of a hotel with special reference to front office, housekeeping, and food & beverage management.
9. Discuss the role of Human Resource Management in hotels, including marketing, finance, and purchase operations.
10. Explain various types of catering services and the role of public and private agencies in catering for tourism.