

Roll No. ....

## **BTS–204/BTTM–204**

### **Hospitality, Hotel and Hoteliering**

Bachelor of Tourism and Travel Management

(BTS–12/BTTM–16/17)

Second Semester, Examination, 2018

**Time : 3 Hours**

**Max. Marks : 40**

**Note :** This paper is of **forty (40)** marks containing **three (03)** sections A, B and C. Learners are required to attempt the questions contained in these sections according to the detailed instructions given therein.

#### **Section–A**

##### **(Long Answer Type Questions)**

**Note :** Section ‘A’ contains four (04) long answer type questions of nine and half ( $9\frac{1}{2}$ ) marks each. Learners are required to answer *two* (02) questions only.

1. Explain the history and development of hotel industry in India.
2. Describe various departments of a hotel.
3. Classify and explain the hotels on the basis of location.
4. Discuss the role and contribution of I. T. D. C. in development of hotel sector in India.

**(B-48) P. T. O.**

**Section-B****(Short Answer Type Questions)**

**Note :** Section 'B' contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. Write a short note on Hospitality Industry.
2. Differentiate between Resorts and Heritage Hotels.
3. What are the important functions of front office department ?
4. Discuss the growth and development of I. T. C. Hotels.
5. Draw the organizational structure of a Five Star Hotel.
6. Explain the meaning of Supplementary Accommodation.
7. Briefly discuss the manpower requirement in Hotel Sector.
8. What are the criteria for star classification in India ?

**Section-C****(Objective Type Questions)**

**Note :** Section 'C' contains ten (10) objective type questions of half ( $\frac{1}{2}$ ) mark each. All the questions of this section are compulsory.

Explain the following terms :

1. ITDC
2. ITC
3. FHRAI

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4. HRD
5. HRACC
6. VVIP
7. MAP
8. FIT
9. DOA
10. CRS