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Roll No.

BTTM-204

Hospitality, Hotel and Hoteliering

Bachelor of Tourism & Travel Management (BTTM)

2nd Semester Examination, 2023 (June)

Time : 2 Hours]

[Max. Marks : 35

Note : This paper is of Thirty Five (35) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

SECTION–A

(Long Answer Type Questions)

Note : Section 'A' contains Five (05) long answer type questions of Nine and Half (9½) marks each. Learners are required to answer any Two (02) questions only.

(2×9½=19)

1. Write a detailed essay on the origin and growth of hospitality industry.

2. What is the future of hotel industry in India? Discuss in detail.
3. Which are the different types of Food & Beverage Service outlets in a hotel? Explain in detail.
4. Classify hotels on the basis of different criteria.
5. What are the major departments of a five star hotel? Explain each in detail.

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 any Four (04) questions only. (4×4=16)

1. What is the role of Human Resource Development (HRD) department in a hotel?
2. What is the history of Hotel The Cecil, Shmilla?
3. Write a detailed note on heritage hotels?
4. What are the various duties and responsibilities of Front Office Manager?

5. What is the concept of Commercial Hotel ?
 6. Write a detailed note on Uttarakhand Tourism Development Board.
 7. Write a detailed note on any one Multinational Hotel chain of India.
 8. Write short note on the following :
 - (a) Bell Boy.
 - (b) Back office.
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