

BTS–204/BTTM–204**Hospitality, Hotel and Hoteliering****Bachelor of Tourism and Travel Management****(BTS–12/BTTM–16/17)****Second Semester, Examination, 2017****Time : 3 Hours****Max. Marks : 40**

Note : This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. 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. Draw the organizational structure of a 5 star hotel.
2. Discuss the different sections of a Front Office department.
3. Classify the different types of hotels.
4. Write an essay on origin and growth of Hotel industry in reference to Indian hospitality industry.

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 down a short note on Accommodation.
2. Write duties and responsibilities of Executive Chef.
3. Write short note on FHRAI.
4. Briefly explain the role of Human Resource Department in man power planning.
5. Write an essay on emerging trends in hospitality industry.
6. Discuss the corporate social responsibilities adapted by Hotel.
7. Discuss any *two* multinational hotel chains in India.
8. Explain the role of Control Desk in Housekeeping department.

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.

Choose the correct option.

1. A Dharamshala is suitable for (Low income family/ Only rich merchants.)
2. Where is hotel Ashok located in New Delhi (Anand Vihar/ Chanakyapuri.)
3. The guest enters into a large hotel from its (Lobby/ Restaurant.)

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4. Modify American plan includes room rent, breakfast, (Lunch and dinner/ Lunch or dinner.)
5. A room viewing a landscape, water body or any other service view is (Lanai/Cabana.)
6. The menu which provides a choice of items is (A la carte/ Table d' hôte.)
7. The place in a hotel where alcoholic beverages and snacks are served is (Lobby/Bar.)
8. Which section in a kitchen supply tea and coffee (Still room/Confectionary.)
9. A hotel situated near airport is known as (Transit/ Airtel.)
10. Which hotel is on the wheels (Rotel/ Floatel.)