

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

[3]

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