

S-577

Total Pages : 4

Roll No. -----

BTTM-204

Hospitality, Hotel and Hoteliering

Bachelor of Tourism & Travel Management (BTTM)

2nd Semester, Examination 2022(Dec.)

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 a Half (9½) marks each. Learners are required to answer any two (02) questions only.

[2 x 9½ = 19]

P.T.O.

- Q.1. What are the different types of accomodations?
- Q.2. What are the different functions of Front Office department?
- Q.3. What is the criteria and procedure of star classification of hotels in India?
- Q.4. What is the role and contribution of Indian Tourism Development Corporation (ITDC) in the development of hotel sector in India?
- Q.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 x 04 = 16]

- Q.1. What is the role of Human Resource Development (HRD) department in a hotel?
- Q.2. What is the history of Hotel The Taj, Mumbai?
- Q.3. Write a detailed note on resorts hotels?
- Q.4. What are the various duties and responsibilities of Food & Beverage Service Manager?
- Q.5. What is the concept of Ecotel hotels?
- Q.6. Classify hotels on the basic of size.
- Q.7. What are the non-fiscal incentives available for hotel sector in India?
- Q.8. Write short notes on the following:
- (a) Room Service
 - (b) Coffee Shop
