

Roll No.

BTS–204/BTTM–204

Hospitality, Hotel and Hoteliering

**Bachelor of Tourism and Travel Management
(BTS–12/BTTM–16)**

Second Semester, Examination, 2017

Time : 3 Hours

Max. Marks : 35

Note : This paper is of **thirty-five (35)** 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 seven and half ($7\frac{1}{2}$) marks each. Learners are required to answer *two* (02) questions only.

1. ‘The 20th century in the hospitality industry was the age of prosperity.’ Support the statement with suitable examples.
2. What qualities and attributes are essential for successful hospitality personnel ? Explain in detail.
3. Highlight the Global Codes of Ethics for Tourism set by United Nations World Tourism Organization.
4. Write a detailed note on “Global Key players of hospitality industry”.

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

Note : Section 'B' contains eight (08) short answer type questions of two and half ($2\frac{1}{2}$) marks each. Learners are required to answer *six* (06) questions only.

1. What do you mean by 'Management Contract' and 'Condominium' ?
2. Classify hotel on the basis of size.
3. What are heritage hotels ?
4. What are the characteristics of 'Ecotel' ?
5. What are the ancillary departments of hotel ?
6. Write a note on 'functions of housekeeping department of a hotel'.
7. What are the duties of Executive Chef in hotel kitchen ?
8. Write a note on 'Hotel Corporation of 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.

1. Hotel can be classified on the basis of size.
2. Quad room term refers to a room which has sleeping facility for four persons.
3. Casino hotel provides gambling facilities.
4. 'Atithi Devo Bhava' is a Indian concept applied to Indian hospitality.
5. Executive chef is head of kitchen department of a hotel.

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6. ITDC stands for India Tourism Development Corporation.
7. UNWTO stands for United Nations World Tea Organization.
8. A resort hotel is located in heart of the city.
9. Triple room refers to a room having sleeping facilities for three persons.
10. “Hotel Oberoi group’ is one among the major player in Indian hospitality industry.

