

S-664

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. Discuss why front office department is called face of the hotel.
2. Discuss the different sections of Food Production department.
3. Classify different types of rooms.

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 a short note on different types of hotels.
2. Write duties and responsibilities of Executive Housekeeper.
3. Write a short note on HRACC.
4. Briefly explain the role of Human Resource department in man-power planning.
5. Differentiate between hotel, motel and resorts.
6. Discuss the corporate social responsibilities adapted by Hotel.
7. Discuss any *two* 5 star Indian hotel chains.
8. Explain the role of Bell Desk in Front Office 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. The person who cleans the kitchen is Utility worker/ Kitchen Steward.
2. Earliest lodging places are called Inns/ Motels.
3. Guardian is a Tray/Trolley.

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4. Who is the head of kitchen department Chef de Cuisine/Chef de Partie ?
5. Identify an international franchise hotel chain Lemon Tree/Marriot.
6. American service is otherwise called Plate service/ Chain service.
7. Which state has the maximum number of Heritage hotel Rajasthan/ Uttar Pradesh ?
8. A room attached with swimming pool is known as Studio Room/Cabana.
9. The founder of Hotel Taj Mumbai was Jamshedji Tata/ Nusli Wadia.
10. In India where we can find boatels Srinagar/ Ooty.

