

BTS-204/BTTM-204

Hospitality, Hotel and Hoteliering

Bachelor of Tourism and Travel Management

(BTS-12/BTTM-16/17)

Second Semester, Examination, 2019

Time : 3 Hours

Maximum Marks : 40

Section –A

(Long Answer Type Questions)

Note : Section 'A' contains four (04) long answer type questions of nine and half ($9^{1/2}$) marks each. Learners are required to answer any two (02) questions only. ($2 \times 9.5 = 19$)

1. What is the criteria and procedure for star classification in India?
2. Discuss inter-departement coordination of vairous departments of a hotel.
3. Explain Fiscal and Non –Fiscal Incentives available for Hospitality Sector in India.
4. Classify hotels on the basis of their size.

Section – B

(short-answer- type questions)

Note : Section 'B' contains eight (08) short answer type questions of (04) marks each. Learners are required to answer four(04) questions only. (4x4=16)

1. Write short note on "Atithi Devo Bhav"
2. What are the major functions of Housekeeping department?
3. Describe the role of HRACC.
4. Explain the meaning of Ecotets with suitable examples.
5. Write briefly about "The Hotel Taj Mumbai"
6. What are Multinational Hotel Chains give your answer suitable examples.
7. Explain the role of executive, chief in hotels.
8. Write an essay on ITDC.

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. (10x0.5=05)

1. Write the meaning of following terms :
 1. ITC _____
 2. ITDC _____

3. FHRAI _____
4. HRD _____
5. VVIP _____
6. FIT _____
7. DOA _____
8. EA _____
9. CRS _____
10. HRACC _____
