

Roll No.

--	--	--	--	--	--	--	--	--	--	--	--

Total No. of Pages : 02

Total No. of Questions : 18

MTTM (2018 Batch) (Sem.-2)
HOSPITALITY INDUSTRY MANAGEMENT
Subject Code : MTTM-205-18
M.Code : 76033

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

Write briefly :

1. Define Tariff.
2. Who provide star rating to a hotel?
3. What are the sections of front office department?
4. Role of security in a hotel.
5. Define process of guest paging.
6. Define registration.
7. Define turn down service.
8. Define the term franchise fee.
9. What are the chemicals required for Public area cleaning?
10. Write any two disadvantages of management contracts.

SECTION-B

11. Define Hotel. Classify it on the basis of duration of stay.
12. Draw and explain organizational chart of housekeeping department.
13. Write down the steps followed by hotels in handling guest complaints.
14. What are the job responsibilities of F&B personnel?
15. Name the major hotel chains of India and world.

SECTION-C

16. Define Guest rooms. What are the various types of guest rooms in a five-star hotel? Explain in detail.
17. Define reservations. What are the modes and types of reservations? Also explain the process of reservation.
18. What is franchise? Explain its advantages and disadvantages in detail.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.