

Roll No.

Total No. of Pages : 02

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MTTM (Sem.-2)

HOSPITALITY INDUSTRY MANAGEMENT

Subject Code : MTTM-205-18

M.Code : 76033

Date of Examination : 21-12-2022

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

1. Write briefly :
 - a) Heritage hotel
 - b) GIT
 - c) Reservation
 - d) Rack Rate
 - e) Folio
 - f) Suburban hotel
 - g) American plan
 - h) Public area of hotel
 - i) Duties of senior captain
 - j) Franchise

SECTION-B

2. Explain the different sections of Food & Beverage department.
3. Suppose you are a Front Office manager how will you handle a situation in case of fire?
4. Draw an Organization Structure of Front Office department in a large hotel.
5. What all steps do you follow while taking the check-in of the guest?
6. Classify Hotels based on the location and size.

SECTION-C

7. Draw the organization structure of Housekeeping Department.
8. Explain the modes and sources of Reservations.
9. What are the different types of tariffs used by hotel?

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.