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TMH 454

II Semester M.B.A. (TTM) Degree Examination, Sept./Oct. 2022
TOURISM AND TRAVEL MANAGEMENT
Hospitality Management

Time : 3 Hours

Max. Marks : 70

Note : Answer **all** Sections. **No** additional answer booklet would be given.

SECTION – A
(Compulsory)

(1×15=15)

1. Accommodation is the basic element in tourism industry. – Justify the statement by explaining various classification of accommodation.

SECTION – B

Answer **any five** questions. **Each** question carries **eight** marks :

(5×8=40)

2. Briefly explain the organizational structure of a star hotel.
3. Discuss the different types of food and beverage services available in hotel.
4. Explain the check-in and check-out formalities in the hotel.
5. Identify the complexities and challenges of the 'Executive housekeeper' in a hotel.
6. Discuss the reservation system and various types of rooms available in accommodation unit.
7. Describe the characteristics of the hospitality industry.
8. Illuminate the history of hotel industry business.
9. Briefly explain the growth of hotel industry.

SECTION – C
(Compulsory)

(1×15=15)

10. Describe the nature of food and beverage department in a hotel, and identify the activities involved by various staffs in the food and beverage department of a hotel.
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