

**FIRST SEMESTER (CBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2021**

Hotel Management and Catering Science

BSH 1B 01—INTRODUCTION TO HOSPITALITY INDUSTRY

(2019—2020 Admissions)

Time : Two Hours and a Half

Maximum : 80 Marks

Section A

Answer the following questions.

2 marks each (maximum 25 marks)

1. What is defined as a hotel ?
2. Why is hotel lobby important ?
3. What is meant by time share ?
4. What is excellent customer service ?
5. What does chain hotel mean ?
6. What are the revenue earning departments in hotels ?
7. What is uniformed service in front office ?
8. Why is guest relations important in a hotel ?
9. What is the importance of ethics in hospitality management ?
10. What is the most important competency of a front office staff ?
11. What makes a hotel resort ?
12. What is considered a small hotel ?
13. What is great service in hospitality ?
14. What is the role of theme parks in Tourism ?
15. How cruise line is connected with hospitality industry ?

Section B (Short Answer Types)

Each question carries 5 marks.

Maximum marks 35.

16. What is the difference between motels and hotels ?
17. How are hotels rated by HRACC ?

Turn over

18. What were inns used for ?
19. What is Railway catering service in India ?
20. Why is an organizational chart important in a hotel ?
21. Why is it important to have a customer-first mindset in business ?
22. Where did fast food originate from ?
23. What are the characteristics of airline catering ?

Section C

*Answer any two questions.
Each question carries 10 marks.*

24. Why is hospitality important to the economy ? Comment.
25. What is institutional food service ? Explain in detail.
26. What is the difference between a service and a product ? Elucidate.
27. What is job description in hospitality industry ?

(2 × 10 = 20 marks)

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Time : Two Hours and a Half

Maximum : 80 Marks

Section A

Answer at least ten questions.

Each question carries 3 marks.

All questions can be attended.

Overall Ceiling 30.

1. Write any *four* job descriptions of Bell boy ?
2. Define Resorts.
3. What do you understand by customer service ?
4. Explain Welfare catering.
5. Write a short note on History of travel during English Raj.
6. Define Condominium.
7. What are the different types of Hospitality ?
8. Who is internal customer ?
9. Classify hotel on the basis of size.
10. What are non- revenue departments of a hotel ?
11. Define Hotel.
12. What are medium sized hotel ?
13. Define Railway catering.
14. Explain Motel.
15. Define Outdoor Catering ?
16. What are the functions of Reception ?

(10 × 3 = 30 marks)

Turn over

Section B

Answer at least five questions.

Each question carries 6 marks.

All questions can be attended.

Overall Ceiling 30.

17. Inns of Early Times. Explain.
18. Explain any *five* types of Supplementary accommodation.
19. Explain the history of travel during Mughal Empire.
20. Write about the different traits of Hospitality employee.
21. What are the different Job descriptions of a Front office manager.
22. Explain about the History of Hotels in America ?
23. What are the difference between Service and Physical product ?

(5 × 6 = 30 marks)

Section C

Answer any two questions.

Each question carries 10 marks.

24. Write about Evolution and growth of Hospitality in India.
25. Explain about different types of catering establishments.
26. Hospitality Ethics and Standards. Describe.
27. Classify Hotel on the basis of Location.

(2 × 10 = 20 marks)