23147256

QP CODE: 23147256

Reg No : .....

Name : .....

B.VOC DEGREE (REGULAR / IMPROVEMENT /REAPPEARANCE)EXAMINATIONS, DECEMBER 2023

First Semester

B.VOC TOURISM AND HOSPITALITY MANAGEMENT

THM1ST04 - HOSPITALITY AND RESORT MANAGEMENT

2019 Admission Onwards

D9BD5BB8

Time: 3 Hours

Max. Marks : 80

Part A

*Answer any **ten** questions.*

*Each question carries **2** marks.*

1. What you mean by a the term hotel?
2. Write a note on Incredible India campaign.
3. What you mean by presidential suite?
4. Why do hotels franchise?
5. Write a note on Raviz group of hotels.
6. Differentiate between Modified American Plan and American Plan.
7. Write a note on pre arrival procedure.
8. Describe the term 'check out'.
9. What is online booking system?
10. What you mean by accounting software?
11. What you mean by Beach resorts? Name few beach resorts in Kerala.
12. Write a note on Disney World.

(10×2=20)

Part B

*Answer any **six** questions.*

*Each question carries **5** marks.*

13. How Ashoka group of hotel helps in the promotion of tourism in India?

14. Give a brief account of hotel operations.

15. How hotels are classified?

16. Write a note on apex body of hotel industry.

17. Name the food and beverage outlet of a hotel. What is a multi-cuisine restaurant?

18. Explain the organisational structure of food production department.

19. Briefly discuss the role and importance of back office in a hotel.

20. Briefly elucidate the duties and respoisibilities of Human Resource manager in a hotel.

21. What are the major environmental issues created by hotels?

(6×5=30)

Part C

*Answer any **two** questions.*

*Each question carries **15** marks.*

22. What you mean by public and private areas in a hotel? Explain.

23. What you mean by the term 'hotel'? Add a note on the new trends in accommodation industry.

24. List the different sections of housekeeping department and explain their activities.

25. Discuss how security department helps in the smooth functioning of a hotel.

(2×15=30)