QP CODE: 21100768

Reg No : .....

Name : .....

B.Voc Degree Examination, MARCH 2021

First Semester

B.Voc Tourism and Hospitality Management

THM1ST04 - HOSPITALITY AND RESORT MANAGEMENT

2019 Admission Onwards

C3F9569D

Time: 3 Hours

Max. Marks : 80

Part A

*Answer any **ten** questions.*

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

1. Differentiate between hotels and restaurants
2. What are the duties performed by front desk staff?
3. What you mean by back office?
4. Explain table d'hote.
5. FHRAI was established in which year?
6. What you mean by virtual reality tours?
7. What you mean by DND?
8. Explain the duties of a bell captain.
9. Describe the linkage between HR department and sales and marketing.
10. What is inventory control?
11. What you mean by gambling resorts?
12. Mention some winter Sport Activities.

(10×2=20)

Part B

*Answer any **six** questions.*

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

13. How a pandemic like Covid-19 affects hospitality industry.

14. Briefly explain the role of Sarais, Muzafirkhanas and Dharmasalas in the history and growth of hospitality industry in India.

15. Briefly explain the impacts of houseboats in Kerala.

16. Short note on any two hotel chains in India.

17. Mention the functions of Housekeeping department.

18. Discuss the qualities required for front office staffs.

19. What are the major responsibilities of a human resource manager?

20. Who is Chief Security officer?

21. Briefly explain ecofriendly resorts.

(6×5=30)

Part C

*Answer any **two** questions.*

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

22. Explain in detail the application of IT in hotel reservations.

23. Discuss the classification criteria for star hotels in India.

24. Write an essay on the importance of Food and Beverage department of hotel.

25. Write an essay on the functions of engineering and maintenance department.

(2×15=30)