

TB145420A

Reg. No.....

Name.....

**B. A. DEGREE (C.B.C.S.S.) EXAMINATION, OCTOBER 2016
SEMESTER V - OPEN COURSE (FRENCH)
FRE5THM(O) – TOURISM AND HOSPITALITY MANAGEMENT**

Time: Three Hours

Maximum Marks: 80

PART A

I. Answer all the questions. Each question carries 1 mark.

1. What is Service?
2. What do you mean by the term 'Restaurant'?
3. What are Banquets?
4. Who is a Kitchen Steward?
5. What is a Spa?
6. What is meant by a Package Tour?
7. Name any two prominent hotel chains in India.
8. Expand: B&B; GDS; HACCP.
9. Who is a Travel Agent?
10. What is a Boutique Hotel?

(10x1=10)

PART B

II. Answer any eight questions. Each question carries 2 marks.

11. What do you mean by Online Reservation System?
12. What is meant by the P's of Marketing?
13. Differentiate between Services and Physical Products?
14. What are the main features of a Motel?
15. What do you mean by Time – Share Hotels?
16. What is the use of an e-ticket?
17. Mention the importance of Websites in Hotel business.
18. State the concept of Youth Hotels.
19. What are Cafeterias?
20. Give a note on Railway Catering.
21. Mention some of the features of CRM.
22. Write down the Organization Chart of a Hotel kitchen.

(8x2=16)

PART C

III. Answer any six questions. Each question carries 4 marks.

23. What are the key components of Tourism?
24. What are the main roles of Front Office?

25. Write short note on Hotel Ratings and Grading Schemes.
26. Write a note on Guest Life Cycle for Hotels.
27. What are the main functions of House Keeping Department?
28. Explain the Food & Beverage Department of a Hotel.
29. Briefly explain the latest trends in Tourism sector.
30. Explain the Check out procedures in Hotels .
31. Write a note on Hotel Ratings and Grading Schemes.

(6x4=24)

PART D

IV. Answer any two questions. Each question carries 15 marks.

32. Trace the historical development of Hotel Industry in general.
33. Explain the different types of Accommodation Facilities.
34. Discuss the importance of CRS in Hotel Industry.
35. Explain the new trends in Lodging and Food Services.

(2x15=30)