

TB205270V

Reg. No :

Name :

BACHELOR'S DEGREE (C.B.C.S.) EXAMINATION, NOVEMBER 2022
2020 ADMISSIONS REGULAR AND 2019, 2018 ADMISSIONS SUPPLEMENTARY
SEMESTER V - OPEN COURSE (FRENCH)
FR5D01AB18 - TOURISM AND HOSPITALITY MANAGEMENT

Time : 3 Hours

Maximum Marks : 80

Part A

I. Answer any Ten questions. Each question carries 2 marks

(10x2=20)

1. Differentiate leisure and recreation. How it is related to tourism?
2. Define Hotel. Which are the types of Hotels?
3. What are High speed trains? Give 2 examples.
4. What are meal plans?
5. How the hotels are graded in India?
6. What are the ways to classify food and beverage facilities?
7. Write a note on Galileo Central Reservations system.
8. What are the advantages of web marketing?
9. List any 3 uses of travel technology.
10. What is web marketing and its main business uses?
11. What are Hydropolis ?
12. Who are cosmopolitan commuters?

Part B

II. Answer any Six questions. Each question carries 5 marks

(6x5=30)

13. Prepare and inbound itinerary for a family from France to enjoy the holiday in Kerala for 5 days .
14. Briefly explain the role of Travel agent.
15. Define Tour Operators. Which are the different types of tour operators with suitable examples from the industry?
16. Briefly discuss the functions of small hotel structure.
17. Why human resource department is considered to be a key department to any hotel operation?
18. Discuss the different types of hotel on the basis of location.
19. Discuss the information and services provided by a typical passenger information system.
20. Write short note on any 2 GDS. a) Amadeus b) Worldspan c) Galileo
21. What are Resorts? Discuss the various amenities provided by resort properties.

Part C

III. Answer any Two questions. Each question carries 15 marks

(2x15=30)

22. Briefly explain the major revenue producing divisions of a large structure hotel.
23. Discuss the application of ICT in Tourism and Hospitality Industry.
24. Explain the concept of CRM and its features.
25. 'Hotels of the future will see a major transformation' Comment your statement with technology, reservations, check-ins, billigng.