

TM244380L

Reg. No :

Name :

MASTER'S DEGREE (C.S.S) EXAMINATION, MARCH 2024
2022 ADMISSIONS REGULAR
SEMESTER IV - Resource Management And Interior Designing
RM4E02TM20 - Hospitality Management

Time : 3 Hours

Maximum Weight : 30

Part A

I. Answer any Eight questions. Each question carries 1 weight

(8x1=8)

1. What are the major revenue sources of a Hotel?
2. Which departments come under the 'Rooms Division'?
3. What in your opinion is the relevance of the interrelationship of housekeeping with HR?
4. Briefly state the functions of housekeeping department.
5. List out the stain removal procedures of blood, lipstick and ink.
6. Purpose of Dry cleaning.
7. State the purpose of a room inspection checklist.
8. Mention a few modern security measures suitable for hospitality areas.
9. Mention the purpose of table setting.
10. List out the major furniture required with the materials of making for a modern guest room.

Part B

II. Answer any Six questions. Each question carries 2 weight

(6x2=12)

11. Enumerate the various classification of hotels.
12. What are the three different systems of front office under which hotels could operate?
13. Describe the different types of training provided for the staff in the hospitality business.
14. Briefly state the advantages of internship for hospitality jobs.
15. Enlist different types of linen for guest rooms.
16. Give a detailed list of major commercial cleaning equipments.
17. Explain the modern security measures adopted in various hospitality areas.
18. Present your observations on the role of plants and flowers in hospitality areas.

Part C

III. Answer any Two questions. Each question carries 5 weight

(2x5=10)

19. Elaborate on the classification of hotels and other hospitality institutions.
20. Explain with diagrammatic representation the interdepartmental coordination of Housekeeping.
21. Elaborate on the selection and classification of different types of linen for hotels.
22. With the help of suitable figures, elaborate on formal and informal style of table setting.

