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Reg. No :

Name :

BACHELOR'S DEGREE (C.B.C.S) EXAMINATION, NOVEMBER 2024

2022 ADMISSIONS REGULAR

SEMESTER V - OPEN COURSE

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. Why accommodation plays an important role in tourism destination?
2. What is Grand tour?
3. Differentiate leisure and recreation. How it is related to tourism?
4. Why staff departments are known as non revenue departments in large hotel?
5. Give examples for institutional food facilities.
6. How institutional catering operates?
7. How GDS have revolutionised travel ? Name any 2 famous GDS.
8. What is an e-ticket and where it is used?
9. What is SMART computerised system?
10. Why e- tickets are very popular for airlines?
11. What are the features of Eco tourism?
12. State the difference between dark tourism and disaster tourism.

Part B

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

(6x5=30)

13. Briefly explain the linkages of a travel agency business.
14. Discuss the different types of hotel chains and its function with example.
15. Briefly explain the elements of tourism.
16. Explain the various sections of kitchen.
17. Why human resource department is considered to be a key department to any hotel operation?
18. Briefly discuss the functions of small hotel structure.
19. Write short note on any 2 GDS. a) Amadeus b) Worldspan c) Galileo
20. Describe any 5 tips in preparing a tourism website.
21. Give a brief note on any 2 innovations in the future a) Space hotels b) Airships c) Love Hotels

Part C

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

(2x15=30)

22. Explain the role of minor revenue departments and discuss how health club and recreation as one of the minor department to the hotel revenue.
23. Discuss the application of ICT in Tourism and Hospitality Industry.
24. Define tourism. Explain the new initiatives of tourism with examples.
25. Explain the future trends in hospitality.