

**MASTER'S DEGREE (C.S.S) EXAMINATION, MARCH 2025**  
**2020, 2021, 2022 ADMISSIONS SUPPLEMENTARY**  
**R.M.I.D SEMESTER IV - ELECTIVE COURSE**  
**RM4E02TM20 - Hospitality Management**

Time : 3 Hours

Maximum Weight : 30

**Part A****I. Answer any Eight questions. Each question carries 1 weight****(8x1=8)**

1. Mention the functions of front office department.
2. Brief on the Job description of Front Office manager.
3. What is manning?
4. Comment on need for bookkeeping and records in housekeeping.
5. What is meant by finishing process in laundry?
6. Classify the different types of linen in hospitality institutions.
7. Write in brief about integrated waste management.
8. State the benefits of IWM.
9. Short note on the care of wooden furniture in a standard guest room.
10. Mention the purpose of table setting.

**Part B****II. Answer any Six questions. Each question carries 2 weight****(6x2=12)**

11. What is concierge and guest services provided by them?
12. Define the role and duties of a hostess, and state the skills need to be acquired.
13. State the Hierarchy of Housekeeping department in a medium hotel.
14. Describe the different types of training provided for the staff in the hospitality business.
15. Define condemnation. Who all responsible for the procedure?
16. Give an exhaustive list of Linen and Guest supplies-provided to hotel guest rooms.
17. State the importance of training in fire prevention and control for a hospitality property. Discuss on the major fire safety procedures.
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. Describe the types of rooms, room rates and tariff structures.
20. Elaborate on the job hierarchy of the housekeeping department in a large hotel.
21. Elaborate on the method of distribution and control of linen and uniforms in hospitality.
22. Debate on the role and importance of Interior decoration in hospitality institutions, with examples from various rooms/areas of the same.