

Reg. No. : .....

Code No. : 8091

Sub. Code : DMT 14

M.A. DEGREE EXAMINATION, APRIL 2012.

First Year – Non-Semester

Tourism Management – (DD & CE)

**HOSPITALITY MANAGEMENT**

(For those who joined in July 2008–2009 Onwards)

Time : Three hours

Maximum : 100 marks

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions out of Eight.

1. Write short note on chain hotel operation.
2. Define welfare catering and explain the functions of welfare catering services.
3. Identify and explain food service operations in hotel.
4. Bring out the duties and responsibilities of a desk control supervisor.
5. Write a short note on evening service

6. Write short note on check-in.
7. Explain different types of reservation.
8. Explain the procedure for storing alcoholic beverages.

PART B — (5 × 15 = 75 marks)

Answer any FIVE questions out of Eight.

9. Explain the growth and development of hotel industry in India.
10. Explain various food and beverage outlets in a luxurious hotel.
11. Discuss the various style of catering.
12. Explain the various departments' coordinates with housekeeping department.
13. Explain the various functions of housekeeping department in a hotel.
14. Explain the importance of night audit report.
15. Explain the classification food and beverage operation.
16. Bring out the importance of cost control in production department.