

Reg. No. :

Code No. : 6088

Sub. Code : DMT 14

M.A. DEGREE EXAMINATION, APRIL 2014.

First Year – Non-Semester

Tourism Management (DD&CE)

HOSPITALITY MANAGEMENT

(For those who joined in July 2008–09 onwards)

Time : Three hours

Maximum : 100 marks

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions out of Eight.

1. Explain the concept of franchising.
2. Write a note on Taj group of Hotel.
3. Explain the role of Indian railway catering in developing tourism.
4. Describe the role and importance of Horticulture in hotel industry.
5. What is Maids Carte? Explain its importance?
6. What are the functions of bell desk?

7. Bring out the procedure for check-in.
8. Write short note on popular restaurant outlets.

PART B — (5 × 15 = 75 marks)

Answer any FIVE questions out of Eight.

9. Discuss about the various amenities offered in a luxurious hotel.
10. Give a detail note on various types of plans and its importance in hotel industry.
11. Discuss different types of room in a hotel.
12. Write down the various task carried out by linen room in a hotel.
13. Elucidate the procedure for check-out.
14. List out the responsibilities of front office manager.
15. Discuss the importance of hygiene and sanitation in food service establishments.
16. List out the procedure for purchasing food and beverage in hotel industry.