

Reg. No. :

Code No. : 7088

Sub. Code : DMT 14

M.A. DEGREE EXAMINATION, APRIL 2015.

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. Distinguish between downtown hotel and suburban hotel.
2. Write a note on Taj group of Hotel.
3. Define welfare catering and explain the functions of welfare catering services.
4. Write short notes on :
 - (a) Leisure linked catering
 - (b) Club catering.
5. Explain the procedure for entering a guest room for cleaning service.

6. Give the importance of Laundry in hotel.
7. Give an account on front office equipments.
8. Define inventory. Explain its importance.

PART B — (5 × 15 = 75 marks)

Answer any FIVE questions out of Eight.

9. Bring out the advantages and disadvantages of franchise hotel business.
10. Discuss the functions of private sector hotels in India.
11. Describe some common attributes that a client may use to select a caterer.
12. What are the services that catering businesses can offer to both private and corporate customers?
13. Explain the duties and responsibilities of a personnel manager.
14. List out the duties and responsibilities of an executive housekeeper.
15. Discuss the files and registers maintained in front office department.
16. Explain the classification of food service equipments.