

Reg. No. :

Code No. : 9088

Sub. Code : DMT 14

M.A. DEGREE EXAMINATION, NOVEMBER 2014.

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. Explain the concept of franchising.
2. Write a note on Taj group of hotel,
3. Explain the advantages of outdoor catering services.
4. Identify and explain food service operations in hotel.
5. Explain the responsibilities of a floor supervisor.

6. Draw the organization chart of the housekeeping department.
7. Give an account on the front office equipments.
8. Explain the procedure for storing alcoholic beverages.

PART B — (5 × 15 = 75 marks)

Answer any FIVE questions out of Eight.

9. Discuss the importance of hotel in tourism industry.
10. Write down the growth and development of Oberoi group of Hotel.
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. Draw the organization chart of a luxurious hotel.
14. List out the duties and responsibilities of an executive housekeeper.
15. What are the reports generated by night auditor? Explain.
16. Explain the classification of food service equipments.