

24U131S

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Name:

Reg.No:

FIRST SEMESTER B.Sc. DEGREE EXAMINATION, NOVEMBER 2024

(CBCSS - UG)

CC19U BSH1 B01 / CC20U BSH1 B01 - INTRODUCTION TO HOSPITALITY INDUSTRY

(Hotel Management and Catering Science - Core Course)

(2019 to 2023 Admissions - Supplementary/Improvement)

Time : 2.5 Hours

Maximum : 80 Marks

Credit : 4

Part A (Short answer questions)

Answer **all** questions. Each question carries 2 marks.

1. The lodging house Pandal Situated in.
2. What are the sectors in hospitality?
3. Write the importance of punctuality in hotel industry.
4. What is hotels?
5. What is Sous-Chef or de Cuisine?
6. What is laundry?
7. Write any five duties of bellboy.
8. What you mean by personal hygiene?
9. What is customer service?
10. Why customer is important in hotel industry?
11. Explain how hotels get customer.
12. Write the services provided in hotels for guest.
13. What is hospitality room?
14. What is domestic airport and international airport?
15. Write about fast food restaurants.

(Ceiling: 25 Marks)

Part B (Paragraph questions)

Answer **all** questions. Each question carries 5 marks.

16. Write the history of travel in India.
17. What is guest relation and its objectives?
18. What is inns and heritage write in short?

19. Explain the revenue earning departments of a hotel.
20. Explain the duties of human resource department.
21. Draw the organization chart of small hotel.
22. Write the advantages of job description.
23. Briefly write about Limousines and its features.

(Ceiling: 35 Marks)

Part C (Essay questions)

Answer any *two* questions. Each question carries 10 marks.

24. Write a short note of growth of tourism in India.
25. Write about chain hotels and its features.
26. What is hotels? Explain types of hotels.
27. What is job specification in detail and write its importance in hotel industry?

(2 × 10 = 20 Marks)
