

**FIRST SEMESTER B.Sc DEGREE EXAMINATION, NOVEMBER 2025**

(CBCSS - UG)

**CC19UBSH1B01 / CC20UBSH1B01 - INTRODUCTION TO HOSPITALITY INDUSTRY**

(Hotel Management and Catering Science - Core Course)

(2019 to 2023 Admissions - Supplementary)

Time : 2.5 Hours

Maximum : 80 Marks

Credit : 4

**Part A (Short answer questions)**Answer ***all*** questions. Each question carries 2 marks.

1. What is lodging?
2. Write the importance of fairness in hospitality.
3. What you mean by tact and diplomacy?
4. What is chain hotels?
5. What is pent house?
6. What is room division departments?
7. Write about non revenue department of hotels.
8. What is the duties of door attendants?
9. What is form C?
10. What is job specification?
11. Write any five duties of telephone operator.
12. Write the services provided in hotels for guest.
13. What is limousine?
14. Write about fast food restaurants.
15. Explain about theme park food services.

**(Ceiling: 25 Marks)****Part B (Paragraph questions)**Answer ***all*** questions. Each question carries 5 marks.

16. What is guest relation and its objectives?

17. Explain the hospitality ethics and standards.
18. History of hotels in America write in brief.
19. Classify the hotels based on location.
20. Write the role of laundry as a minor revenue generating department.
21. Write the job specification for hotel staff.
22. Who is customer of a hotel?
23. Briefly write about railway catering.

**(Ceiling: 35 Marks)**

#### **Part C (Essay questions)**

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

24. Write the history of travel -in India and International.
25. Write the history of inns and motels. And its features.
26. What is job description and write the job description of front office personal?
27. Write the new trends in hospitality industry.

**( $2 \times 10 = 20$  Marks)**

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