

21U125

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Name:

Reg.No:

FIRST SEMESTER B.Sc. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS - UG)

(Regular/Supplementary/Improvement)

CC19U BSH1 B01 - INTRODUCTION TO HOSPITALITY INDUSTRY

(Hotel Management & Catering Science - Core Course)

(2019 Admission onwards)

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 caravans?
2. Write the importance of honesty in hospitality?
3. Origin and evolution of the hotel industry in Indian grown up which period?
4. What is hotels?
5. Explain the concept of Inns.
6. The lodging coffe house situated in.
7. What is laundry?
8. What is due in?
9. Why job description is important in hotel industry?
10. Explain how hotels get customer.
11. What all are the factors influencing customer expectation?
12. Give some examples for goods in hotels.
13. Write about railway catering.
14. What are the normal colours used for limousines?
15. What is difference between cafeteria and canteen?

(Ceiling: 25 Marks)

Part B (Paragraph questions).

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

16. Write the history of travel in India.
17. Explain customer satisfaction and why it is important in hotel industry?
18. What is motels and write its features?
19. Explain Chain hotels and its features.
20. Classify the hotels based on length of the stay.
21. What is job specification?
22. Explain, what is customer feedback?
23. Classify the hotel on the basis of star category.

(Ceiling: 35 Marks)

Part C (Essay questions)

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

24. What is hospitality? Explain types of hospitality?
25. Classify the hotel department on the basis of revenue.
26. What is customer service? Why customer services is important?
27. Write in details about hospitality in other sectors.

(2 × 10 = 20 Marks)
