

**23U124**

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Name: .....

Reg.No: .....

**FIRST SEMESTER B.Sc. DEGREE EXAMINATION, NOVEMBER 2023**

(CBCSS - UG)

(Regular/Supplementary/Improvement)

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

(Hotel Management and 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 you mean by hospitality?
2. Explain the history of travel, Mayurian Empire.
3. What is the word called 'chardaham'?
4. What is hotels?
5. Which is the first hotels in America?
6. What is frachaise?
7. Explain condominiums.
8. What is group guest?
9. Write any five duties of guest relation.
10. Why customer is important in hotel industry?
11. Who is customer?
12. What you mean by customer expectation and satisfaction?
13. Write the features of four star hotels.
14. What is institutional catering?
15. Expalin about theme park food services.

**(Ceiling: 25 Marks)**

**Part B** (Paragraph questions)

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

16. Write the traits of hospitality employees.

17. Write a short note on evolution and growth of hotel industry in India.
18. What are the types of heritage hotels?
19. What is motels and write its features?
20. Explain the revenue earning departments of a hotel.
21. What is job specification?
22. Explain what is physical products in hotels.
23. Briefly write about luxury Cruise lines and its features.

**(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. Explain uniformed services of hotels.
26. What is customer service? Why customer services is important?
27. Write in details about hospitality in other sectors.

**(2 × 10 = 20 Marks)**

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