

**Avinashilingam Institute for Home Science and Higher Education for Women  
[Deemed to be University] Coimbatore-641 043**

**Bachelor's Degree Examination – November 2018**

**III Semester**

**Class : II UG  
Major : BBA Tourism**

**Time: 3 hours  
Max. Marks: 100**

**15BTOI03 DSE- III Hospitality Management**

**Part-A**

**10 x 1=10**

**Choose the correct answer**

1. The word hospitality predates the use of the word \_\_\_\_\_  
a. Accommodation      b. Tourism      c. Recreation      d. Travel services
2. \_\_\_\_\_ is an isolated place, self-contained commercial establishment.  
a. Hotel      b. Restaurant      c. Resorts      d. Pubs
3. \_\_\_\_\_ is the heart of Hotel  
a. Orientation      b. Administration      c. Front office      d. Recreation
4. The term Front desk is used in many hotels for \_\_\_\_\_.  
a. Administration      b. Accommodation      c. Food and beverage      d. Orientation
5. \_\_\_\_\_ is an Operational departmental in hotel  
a. Housekeeping      b. Food production      c. Food service      d. Front office
6. \_\_\_\_\_ is an air-conditioned room with worktables, sinks, and water supply, cupboard to Store vases  
a. Laundry room      b. Linen room      c. Flower room      d. Uniform room
7. Freshly baked French baguettes-mouth-watering is \_\_\_\_\_ type of cuisine  
a. Thailand      b. Greece      c. France      d. Italy
8. Hors d' oeuvres is comes under \_\_\_\_\_ coarses of a meal  
a. 5      b. 6      c. 7      d. 12
9. \_\_\_\_\_ service have light foods that are served, displayed buffet style on a table.  
a. Silver      b. English      c. Reception      d. Cafeteria
10. \_\_\_\_\_ is the common type of menu which has been accepted widely  
a. Static Menu      b. Du Jour Menu      c. Cycle menu      d. Tabel d' hote menu

**Part – B**

**5x6=30**

**Answer the following**

**Answer should not exceed 400 words or two pages**

11. (a) What is Hospitality Industry? What does Hospitality Industry mean?  
(Or)
11. (b) Explain Why Hospitality is so important.
12. (a) Enlist the Etiquette of Front office personnel.  
(Or)
12. (b) Illustrate the Guest cycle stages.
13. (a) Bring out the significance of Housekeeping department in hotels.  
(Or)
13. (b) Discuss lost and found section in housekeeping.
14. (a) Distinguish between Continental Vs Oriental food.  
(Or)
14. (b) Describe the history of Mexican food.
15. (a) Brief account of Types of Buffet services.  
(Or)
15. (b) Define menu and write on Menu writing.

**Part – C**

**5x12=60**

**Answer the following**

**Answer should not exceed 800 words or four pages**

16. (a) State the need and importance of Tourism Industry.  
(Or)
16. (b) Distinguish Commercial Vs Non Commercial Food service operations.
17. (a) Elaborate the importance of Registration form and C Form to be filled up at the time of Check in  
(Or)
17. (b) Enumerate the steps of Standard check out procedures for Guest.
18. (a) Enunciate the different types of rooms in Hotels.  
(Or)
18. (b) Illustrate the organization chart of Food and Beverage department.
19. (a) Narrate about the cooking tradition and practices of French Cuisine  
(Or)
19. (b) Mention the details of the Italian Cuisine history.
20. (a) What is Room service in a hotel? Give the details of rules of Room services.  
(Or)
20. (b) Explain different types of Menu followed in hotels.