

**Avinashilingam Institute for Home Science and Higher Education for
Women, Coimbatore-641043**

Bachelor's Degree Examination – November 2017

III Semester

Class : II UG

Major : BBA Tourism

Time : 3Hours

Max.Marks : 100

15BTOI03 DSE – III Hospitality Management

Part – A

10x1=10

Choose the correct answer

1. Motels are located on -----
 - a. High ways
 - b. Road ways
 - c. Sea side
 - d. None of these
2. The food service in hospitals was initiated by -----
 - a. Florence Nightingale
 - b. Robert Owen
 - c. Henry Ford
 - d. Henry Fayol
3. The tariff for children is termed as -----
 - a. extra
 - b. corporate
 - c. crib
 - d. fit
4. The particular dates in which the rooms are fully booked.
 - a. plus
 - b. minus
 - c. closed
 - d. over
5. A guest who makes a booking for more than one night is -----
 - a. Stay on
 - b. Stay over
 - c. Skipper
 - d. Walk in
6. The tariffs which include breakfast as well as accommodation
 - a. European plan
 - b. Continental plan
 - c. American plan
 - d. Modified American plan
7. The rate agreed between the company and hotel.
 - a. Standard rate
 - b. Corporate rate
 - c. Commercial rate
 - d. Flat rate
8. A duplex room is a room with -----
 - a. Air conditioner
 - b. Two stroey's connected by stairs
 - c. Room service facility
 - d. An extra bed
9. The size of the bed in a king room is -----
 - a. 60" × 80"
 - b. 80" × 72"
 - c. 45" × 60"
 - d. 60" × 60"
10. A hotel room with all guest rooms occupied is called -----
 - a. Green House
 - b. Full House
 - c. House Full
 - d. None of these

Part – B

5x6=30

Answer the following

Answer should not exceed 400 words or two pages

11. a. Discuss briefly on tourism growth in recent years.
(or)
11. b. Explain briefly on Down town hotel, and resort.
12. a. Enlist the components of a reservation form.
(or)

12. b. Discuss the steps in check-out procedures.
13. a. Specify and explain the types of rooms in hotels.
(or)
13. b. Explain in detail on lost and found procedures.
14. a. Specify the Specialities in Chinese menu.
(or)
14. b. Specify the Specialities in Mexican menu.
15. a. Explain the steps in preparation of menu card for a five star hotel.
(or)
15. b. Briefly explain (any two) the different types of services offered in the hotels.

Part – C

5x12=60

Answer the following

Answer should not exceed 800 words or 4 pages

16. a. Discuss briefly on the recent trends and outlets on food service operations.
(or)
16. b. Enumerate the need and importance of tourism industry.
17. a. Explain in detail on Reservation procedure.
(or)
17. b. Enumerate on the etiquettes of a front office personnel in a five star hotel.
18. a. Elaborate the house keeping operations in safety, security and engineering departments.
(or)
18. b. Enumerate on importance of inter relation ship of house keeping operation with other departs in a hotel.
19. a. Explain the courses of Indian menus (inclusive of North and South).
(or)
19. b. Explain the specialities in continental cuisines.
20. a. Enumerate on American style of service.
(or)
20. b. Explain briefly on Room service in five star hotel.
