

**Avinashilingam Institute for Home Science and Higher Education for Women
Coimbatore-641 043**

**Master's degree examination – November 2017
Semester III**

Class: II PG

Max.Marks: 60

Major: MBA/M.B.A. – IT Organisation Administration

Time: 3Hours

**Sectoral Specialisation
16MBAC23/16MBMC23 A Hotel Management**

Part – A

10x1/2= 5

Answer the Following

Choose the correct Answer:

1. -----contain all transactions of both cash and credit occurred by each resident guests.
a) Errand card b) Bill c) Check d) Guest Folio
2. -----refers to a guest with hand baggage.
a) Scanty luggage b) Guest luggage c) Luggage d) Scanty baggage
3. A hotel designed for motorists is called as -----.
a) Inn b) Downtown Hotel c) Motel d) Restaurant
4. A ----- room is for 2 persons normally has 2 single beds.
a) Double b) Deluxe c) Twin d) Suit
5. -----cards issued by hotel to guest which provides variety of discounts.
a) Key b) Privilege c) Credit d) Debit
6. Taking a complete list of items is-----
a) Inventory b) Indent c) Billing d) Job order
7. -----tax is levied by Central Government of India on services provided to guests.
a) Building b) Sale c) Corporate d) service
8. One among the following increases sales or public awareness
a) Promotion b) letters c) Public relation d)Leafs
9. An identifiable group of individuals, families, businesses sharing one or more needs is -----.
a) Market value b) Market segment c) Market strategy d) None of these .
10. ----- tax paid to a governing body for the sales of certain goods and services.
a)Sales b) Corporate c) Land d) Building

Part-B

5x4=20

Answer All questions

Answer should not exceed 200 words or one page

11. a. Briefly explain about the growth of hotel industry.

(OR)

b. Write the role and importance of Maintenance and Engineering department in a hotel.

12. a. List and explain the documents that are maintained in housekeeping department.

(OR)

b. Write the responsibilities of front office department in a five star hotel.

13. a. What is nutritional content in food? Write its importance.

(OR)

b. What do you mean by Quality control? Explain.

14. a. Explain how cash terms are managed in a large hotel.

(OR)

b. What is food cost? Explain how it is prepared.

15. a. Write the functions of personnel department in a star hotel.

(OR)

b. List and explain the different control measures followed to control cash in an organization.

Part – C

5X7=35

Answer ALL Questions

Answer Should not Exceed 600 Words or Three Pages

Question No.20 is compulsory

16. a. Briefly explain about the styles of food service.

(OR)

b. Briefly explain about the types of hotels.

17. a. Write the responsibilities of Food & Beverage department in developing the business of a hotel.

(OR)

b. Briefly explain about the functions of accounting department in a hotel.

18. a. Explain the role of FHRAI in developing food Industry.

(OR)

b. Briefly explain about the storage systems followed in hotel.

19. a. Briefly explain about the duties and responsibilities of Housekeeping supervisor in star hotel.

(OR)

b. Justify that marketing department generates business of a hotel.

20. Compulsory:

Imagine that you work in a five star hotel as a General Manager. You are coming to know that the guest is not comfortable with the given room. How will you handle the angry guest?
