



21100112

QP CODE: 21100112

Reg No :

Name :

BCOM DEGREE (CBCS) EXAMINATION, FEBRUARY 2021

Fifth Semester

Optional Core - CO5OCT04 - HOSPITALITY MANAGEMENT

B.Com Model I Travel & Tourism, B.Com Model II Travel & Tourism, B.Com Model III Travel & Tourism

2017 Admission Onwards

A92B4819

Time: 3 Hours

Max. Marks : 80

Part A

*Answer any **ten** questions.*

*Each question carries **2** marks.*

1. What is the culture of hospitality?
2. What is the core objective of hospitality management?
3. What do you mean by hotel?
4. Explain the term table service.
5. Mention types of accommodations.
6. What is sole proprietorship?
7. What is hospitality culture?
8. What do you mean by private and public agency?
9. What do you mean by hospitality industry?
10. What is the special feature of a heritage hotel?
11. What do you mean by guest house accommodation?
12. What is business tourism?

(10×2=20)

Part B

*Answer any **six** questions.*

*Each question carries **5** marks.*





13. Explain history of hospitality management.
14. What is the importance of history in hospitality management?
15. What are the functions of house keeping department?
16. What are the functions of stores department?
17. Explain in detail cost plus pricing.
18. What are the emerging trends of promotion?
19. Point out the challenges of managing hotels?
20. What are the characteristics of railway catering?
21. Explain briefly the role of government in hotel industry?

(6×5=30)

Part C

*Answer any **two** questions.*

*Each question carries **15** marks.*

22. Explain briefly front office department and its functions. What are the responsibilities of front office manager?
23. Explain different methods of public relation.
24. Why is human resource management important in the hospitality industry?
25. Describe the challenges and threads of hospitality industry in India?

(2×15=30)

