



QP CODE: 20100411

Reg No :

Name :

BTTM DEGREE (CBCS) EXAMINATION, MARCH 2020

Sixth Semester

Bachelor of Tourism and Travel Management

Core course - TT6CRT25 - HOSPITALITY MANAGEMENT

2017 Admission Onwards

E74FA4CD

Time: 3 Hours

Marks: 80

Part A

*Answer any **ten** questions.*

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

1. Explain Heritage hotel.
2. Define grading system in a hotel.
3. Explain about two star category of hotel.
4. Explain about five star category of hotel.
5. What are Information desks?
6. Who is an Executive housekeeper?
7. What are the duties performed by a Marketing staff in a hotel?
8. Explain about the departure procedure of a guest.
9. What do you mean by a reservation process?
10. What do you mean by guest queries?
11. Explain about the concept of chain hotel.
12. Explain about domestic chain hotels.

(10×2=20)



Part B

*Answer any **six** questions.*

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

13. Trace the historical development of hotel industry.
14. Highlight four different types of hotel management.
15. Explain three star category of hotels.
16. Explain any three four star category hotels operating in Kerala.
17. What is menu? Explain the types .
18. Explain how accounts department help in the overall operations in a hotel.
19. Explain the different stages of guest cycle.
20. Explain registration procedure in a hotel.
21. Write a note on intercontinental group of hotels and its brands

(6×5=30)

Part C

*Answer any **two** questions.*

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

22. The classification of hotels is very important explain, and mention the different basis of classification of hotels?
23. What is star categorization of hotels? Explain the facilities required for 1star and 2 star category hotels.
24. Define hotel. Mention different departments of a hotel.
25. What are hotel chains? Explain the major hotel chains in India.

(2×15=30)

