



Name :

Roll No. :

Invigilator's Signature :

CS/BTTM/SEM-3/TTM-305/2009-10

2009

UNDERSTANDING HOTELS

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

GROUP – A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for any *ten* of the following : 10 × 1 = 10
- i) A Motel should be situated in
 - a) Market
 - b) National Highway
 - c) River
 - d) Forest.
 - ii) In India the hotel rating are done by
 - a) ISI
 - b) ISO
 - c) ITDC
 - d) Star.
 - iii) When the tariff includes the bed, breakfast and any of the major meal is called
 - a) American plan
 - b) Continental plan
 - c) Modified American plan
 - d) Bermuda plan.

CS/BTTM/SEM-3/TTM-305/2009-10



GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following.

3 × 15 = 45

7. Discuss the growth and development of hospitality industry in India.
8. Explain the role of FHRAI in Tourism & Hotel industry. What is a star hotel ?
9. Draw an organisational chart of a large hotel showing its various departments. Elaborate the duties and responsibilities of the department heads in brief. 5 + 10
10. Cleaning is an important activity of any hotel. Briefly discuss about the equipment and agents necessary for the purpose of cleaning activity in the hotel.
11. Write an essay on J. Willard Marriot.

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