



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BTTM/SEM-3/TTM-305/2011-12**

**2011**

**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 the following :  $10 \times 1 = 10$ 
  - i) Which one of the following is not available in in-flight menu ?
    - a) Beer
    - b) Red wine
    - c) White wine
    - d) Cigarettes.
  - ii) The size of the bed in a king room is
    - a) 60 " × 80 "
    - b) 80 " × 72 "
    - c) 45" × 60"
    - d) 60 " × 60"
  - iii) F & B services signify as
    - a) Food and bakery
    - b) Food and beverages
    - c) Food and bar
    - d) Food and banquet.



- iv) MAP stands for
  - a) Modern American Plan
  - b) Maximum Amenities Planning
  - c) Modified American Plan
  - d) Mass Awareness Programme.
- v) KOT is used in
  - a) Front office
  - b) Restaurant
  - c) House-keeping
  - d) None of these.
- vi) The menu with individually priced dishes is known as
  - a) A la carte
  - b) Table d' note
  - c) Buffet
  - d) Cover.
- vii) Room with kitchen facility is called
  - a) Duplex
  - b) Lanai
  - c) Cabana
  - d) Efficiency room.
- viii) OOO means
  - a) Occupancy in Order
  - b) Out of Occupancy
  - c) Out of Order
  - d) none of these.
- ix) Chef de cuisine means
  - a) Executive chef
  - b) Second chef
  - c) Master chef
  - d) none of them.



- x) Tea is a
- a) Nourishing beverage      b) Stimulating beverage
- c) Energy drink                d) none of these

**GROUP – B**

**( Short Answer Type Questions )**

Answer any *three* of the following.      3 × 5 = 15

2. Explain in brief “Motel and Transit Hotel”.
3. What do you understand by alcoholic and non-alcoholic beverages ?
4. What are the various departments in a star category hotel ?
5. What is a festival menu ? Discuss with suitable examples.
6. Write short notes on types of menu.

**GROUP – C**

**( Long Answer Type Questions )**

Answer any *three* of the following.      3 × 15 = 45

7. Discuss the role of ITDC in Tourism and Travel Industry of India.
8. What are the various categories of star hotels ? Describe the criteria of becoming a four star hotel.
9. Draw an organisational chart of a front office department and state the duties and responsibilities of front office supervisor.

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10. What do you understand by the concept of hospitality marketing ? Discuss the marketing mix of a five star hotel. Give the advertising strategies of such a hotel for attracting more customers.
11. Draw the layout of a housekeeping department of a large hotel. Explain the duties and responsibilities of a floor supervisor.
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