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Total No. of Pages : 02

Total No. of Questions : 09

M.Sc.(HMCT) (2015 to 2017) (Sem.-4)
RESORT & CONVENTION MANAGEMENT

Subject Code : MSCHM-408

Paper ID : [72411]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Write short notes on :

- a) European Plan
- b) Telephone Exchange
- c) OHP
- d) Negotiation
- e) NORP Department
- f) Ecotel
- g) Back of the house
- h) Admission system
- i) Convention billing
- j) Atrium

SECTION-B

2. Discuss various convention services in relation to guest room.
3. Write a short note on front of the house areas.
4. What is contract? Mention various methods of it.
5. Enlist government specification for making a resort hotel.
6. Discuss in brief about target market in resort management.

SECTION-C

7. Explain various setups used in convention services.
8. Draw the layout of front office department with its space requirement for a resort.
9. Write an essay on services offered by a resort property.