

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

MTTM (2018 Batch) (Sem.-2)
HOSPITALITY INDUSTRY MANAGEMENT
Subject Code : MTTM-205-18
M.Code : 76033

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 briefly :

- a. Types of guest rooms.
- b. Define alternative accommodation.
- c. What are the sections of food & beverage department?
- d. Role of Human Resource in hotel.
- e. Differentiate between reservation and registration.
- f. Define left luggage.
- g. Chemicals required for room cleaning.
- h. Types of food & beverage services.
- i. Define the term Franchise.
- j. Mention any two advantages of management contracts.

SECTION-B

2. Define hotel. Classify it on the basis of size and location.
3. Draw and explain organizational chart of F&B department.
4. Write down the steps followed by hotels in handling FIT.
5. What are the job responsibilities of Housekeeping personnel?
6. Explain the franchise operation procedure.

SECTION-C

7. Define Hospitality. What are the forces affecting growth and change in the hospitality industry?
8. Define registration. Also explain the process of registration in a five-star hotel.
9. What is franchise fee and franchise selection? How franchise selection is done?

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.