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Total No. of Pages : 02

Total No. of Questions : 18

BTTM (2018 Batch) (Sem.-2)
HOTEL AND RESORT MANAGEMENT
Subject Code : BTTM-206-18
M.Code : 75869

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

Write briefly :

1. What is the role of housekeeping department in a hotel?
2. Write features of a 4-star category of hotel.
3. What is Bell Desk? Write its function.
4. Describe the front office layout.
5. What is CRS?
6. What is a suite?
7. Define MAP.
8. What is the role of front office manager?
9. What is FHRAI?
10. What is a Banquet Hall?

SECTION-B

11. What are the characteristics of Resort Management? Explain.
12. Describe the various categories of room in a hotel.
13. Enlist some of recent trends in tourism market.
14. State the incentives and subsidies available to hotels in tourist areas.
15. Describe the permits, regulatory conditions and guidelines for hotels in India.

SECTION-C

16. Explain the roles and responsibilities of any two national and international hotel associations of your choice.
17. What is star- categorization of hotels? Elaborate.
18. Describe the present scenario, scope and future of hotels in India.

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.