

Roll No.

Total No. of Pages : 02

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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

1. **Write briefly :**
 - a) Airport hotel
 - b) Convention hall
 - c) MICE
 - d) Downtown hotel
 - e) Banquet
 - f) Registration
 - g) Maitre d' hotel
 - h) Types of reservation
 - i) Duties of general manager
 - j) Quad room

SECTION-B

2. What are the latest trends in the resorts development and planning?
3. Explain the duties and responsibilities of Front Office Manager.
4. Write down the step by step procedure of banquet booking.
5. Explain the step-by-step procedure of handling a departure of a group. Explain with reference to the Bell Desk.
6. Draw the specimen copy of Banquet function contract sheet?

SECTION-C

7. Broadly classify Hotels based on the location, size and clientele served?
8. Explain in detail the stages of Guest Cycle.
9. What is resort? What are the main characteristics of Resort Management?

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.