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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) FIT
- b) Role of security department in hotel
- c) Rack rate
- d) Left luggage
- e) 4 Duties of room boy
- f) Franchise fee
- g) Transient hotel
- h) Concierge
- i) Public area
- j) Guest paging

SECTION-B

2. Narrate all the different types of guest rooms with brief explanations.
3. Draw the organizational structure of Food Production department of the business hotel.
4. Explain the various Tariff plans.
5. Differentiate between Preservation and Registration.
6. Briefly explain the 4 major Hotel chains of India.

SECTION-C

7. Broadly classify Hotels based on the location, size and clientele served.
8. Explain the different sections of Food & Beverage service department.
9. Draw out a Model Front Office Organization Hierarchy of a Five star deluxe Hotel. Explain the duties and responsibilities of Front Office Manager.

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.