



PG – 814

**I Semester M.T.A. (Integrated Course) Degree Examination, January 2016
(2013 – 14 New Scheme)
TOURISM ADMINISTRATION
Paper – 1.6 : Hospitality Management**

Time : 3 Hours

Max. Marks : 80

SECTION – A

1. Answer **any 10** subquestions. **Each** carries **2** marks. **(10×2=20)**
- Define Resort.
 - What is a Franchise ?
 - Expand : FHRAI and HRACC.
 - What does sole proprietorship mean ?
 - Define suite room.
 - What is meant by American plan ?
 - Define crib rate.
 - Define Rack rate.
 - What is job specification ?
 - What does cabana refers to ?
 - What is CP & EP ?
 - Which are revenue earning departments of a hotel ?

SECTION – B

Answer **any 5** questions. **Each** carries **6** marks. **(5×6=30)**

- List the duties and responsibilities of food and beverage manager.
- Draw the organisation chart of the front office department and explain the role of G.R.E.
- Explain any six types of guest rooms in a 5 star hotel.
- What are the various meal plans offered in the hotel industry ?



6. Write briefly about :
 - a) Job description
 - b) Services of the hotel
 - c) Facilities of the hotel.
7. Write a detailed note on various hotel tariff plans.
8. Explain the role of F & B control in cost control technique of a star hotel.
9. Explain briefly about the co-ordination of front office department with house keeping and security.

SECTION – C

Answer **any 2** of the following. **Each** carries **15** marks. **(2×15=30)**

10. Explain all major departments of the hotel.
11. Why rooms are considered as perishable commodity ? Comment.
12. Write the organisation chart of following departments in a star hotel
 - a) Food and Beverage Production
 - b) Food and Beverage Service
 - c) House keeping Department.
13. Briefly write about the origin and growth of the hospitality industry.