

D5BBA2206

Reg. No:

Name:

FIFTH SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2024

(Regular/Improvement/Supplementary)

BBA

GBBA5D01T: HOSPITALITY MANAGEMENT

(OPEN COURSE)

Time: 2 Hours

Maximum Marks: 60

SECTION A: Answer the following questions. Each carries *two* marks.

(Ceiling 20 marks)

1. Define tourism.
2. What is a suite room?
3. Define a boutique hotel.
4. What are time share hotels?
5. Who is called as a skipper?
6. Expand VPO.
7. What do you mean by scanty baggage?
8. Comment on sustainable tourism.
9. What is American plan?
10. Define Cabana.
11. What do you mean by condominium?
12. Expand FHRAI.

SECTION B: Answer the following questions. Each carries *five* marks.

(Ceiling 30 marks)

13. Differentiate between Continental plan and European plan.
14. Give an account on concierge and information desk.
15. Enumerate the different types of hotels.
16. Write short note on tourism marketing.
17. Distinguish between over stay and stay over.
18. Describe about the components of tourism.
19. What is the left luggage procedure followed in a five-star hotel?

SECTION C: Answer any *one* question. The question carries *ten* marks.

20. Explain in detail about the evolution of hospitality industry and its role in tourism sector.
21. Write in detail about the core departments in a five-star hotel and their role in customer satisfaction.

(1 X 10 = 10 Marks)