Roll No:
Date: __/__/____

# St. Claret College

## Autonomous, Bengaluru

**UG END SEMESTER EXAMINATION-MAY 2026**
**B.COM TOURISM AND TRAVEL MANAGEMENT IV SEMESTER**
**BCT 4425: HOSPITALITY MANAGEMENT**

**TIME: 3 hours.** 31 **MAX. MARKS: 80**

**This paper contains THREE printed pages and FOUR parts**

**Instructions:**
1. **Verify and ensure that the question paper is completely printed.**
2. **Any discrepancies or questions about the exam paper must be reported to the COE within 1 hour after the examination.**
3. **Students must check the course title and course code before answering the questions.**

## PART-A

**Answer ALL questions. Each answer carries ONE mark.** **[10x1=10]**

1. Hospitality industry mainly deals with:
a) Manufacturing b) Services c) Agriculture d) Mining

2. "Athithi Devo Bhava" means:
a) Guest is God b) Customer is King c) Service is Money d) Work is Worship

3. Which sector is part of hospitality industry?
a) Banking b) Food & Beverage c) Insurance d) Education

4. Which type of hotel is located near airports?
a) Resort Hotel b) Airport Hotel c) Motel d) Capsule Hotel

5. B&B stands for:
a) Bed and Breakfast b) Bar and Beverage c) Bed and Bar d) Breakfast and Bar

6. Which department handles guest check-in and check-out?
a) Housekeeping b) Front Office c) Kitchen d) Security

7. EP plan stands for:
a) European Plan b) Economic Plan c) Extra Plan d) Executive Plan

8. Which body classifies hotels in India?
a) RBI b) HRACC c) SEBI d) UGC

9. Which department is responsible for cleanliness of rooms?
a) Front Office b) Housekeeping c) Sales d) Accounts

10. Which platform is used for online hotel reviews?

a) WhatsApp b) TripAdvisor c) Excel d) Tally

## PART-B

**Answer any THREE questions. Each answer carries EIGHT marks.** **[3x8 = 24]**

11. Explain the characteristics of hospitality industry.
12. Write a note on the major hotel chains in India.
13. Explain the functions of Front Office department.
14. Discuss different types of hotel tariff plans (AP, MAP, CP, EP).
15. Explain the importance of customer service in hospitality industry.

## PART-C

**Answer any THREE questions. Each answer carries TWELVE marks.** **[3 x12= 36]**

16. Explain the historical development of hospitality industry.
17. Describe the organizational structure of a hotel (small and large).
18. Explain the various departments of a Hotel.
19. Discuss the various classification of hotels.
20. Explain hospitality marketing and modern trends in the industry.

## PART-D

**21. Answer All the sub questions. This section carries TEN marks.** **[ 10 x 1 = 10]**

### Case Study: Hotel Service Experience

A family stayed in a 3-star hotel in Bengaluru during their vacation expecting good service and comfort. At the time of arrival, the **front office staff was slow and inefficient**, which created a poor first impression.

When they entered the room, it was **not clean and not properly prepared**, showing poor performance of the housekeeping department. Basic amenities were also not arranged properly.

Later, when the family ordered food, the **service was delayed**, and the staff behaved **rudely and unprofessionally**. This affected their dining experience.

The guests reported their problems to the hotel management, but there was **no quick response or proper complaint handling**. The staff did not take responsibility or try to solve the issues.

Due to continuous poor service, the guests became very dissatisfied and shared their experience through a **negative online review**.

As a result:

- The hotel's **image and reputation were damaged**
- Other customers avoided booking the hotel
- The hotel faced **loss of revenue and customer trust**

**Question 1** **(5 Marks)**

Identify the problems faced by the guests. Explain any five points.

**Question 2** **(5 Marks)**

Suggest suitable measures the hotel can take to improve customer service and satisfaction.