



NP – 291

46

**III Semester B.Com. Examination, March/April 2023
(NEP) (2022-23 and Onwards) (Freshers)
TOURISM AND TRAVEL MANAGEMENT
Paper – 3.2 : Hospitality Management**

Time : 2½ Hours

Max. Marks : 60

Instruction : Answers to be written in English only.

SECTION – A

1. Answer **any six** of the following questions. **Each** question carries **two** marks.

(6×2=12)

- a) Define hospitality management.
- b) What do you mean by Receptionist ?
- c) Who is conceirge ?
- d) Expand IHM.
- e) What is MAP ?
- f) When was Athithi Devo Bhava Slogan launched ?
- g) Which state introduced "Home Stay" concept in India ?
- h) Who is the father of Hospitality Sector in India ?



SECTION – B

Answer **any three** of the following questions. **Each** question carries **four** marks.

(3×4=12)

2. What is Housekeeping ? Explain the functions of Housekeeping.
3. Who is conceirge ? What is the role of conceirge in a hotel ?
4. Describe the link between hospitality and tourism industry.
5. Elucidate the challenges of hospitality industry.
6. Write a note on expectation of the guest.

P.T.O.



SECTION – C

Answer **any three** of the following questions. **Each** question carries **twelve** marks.

(12×3=36)

7. Write a note on the Departments of hotel.
 8. Describe the importance of hospitality industry in India.
 9. Discuss the chain hotels in India and their contribution to the tourism industry.
 10. Write a note on evolution of hospitality industry.
 11. Write a note on IHM and FHRAI.
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