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III Semester B.Com. Examination, February/March 2024
(NEP) (F + R)

TOURISM AND TRAVEL MANAGEMENT *B.Com TTM*
Paper – 3.2 : Hospitality Management

Time : 2½ Hours

Max. Marks : 60

- Instructions :** 1) Answer **all** Sections.
2) Answer should be written in **English only**.

SECTION – A

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

(6×2=12)

1. a) Define hospitality management.
- b) What do you mean by capsule hotel ?
- c) What is housekeeping ?
- d) What is job specification ?
- e) What is a front office ?
- f) State any two duties of a hotel manager.
- g) Expand CP and EP.
- h) What do you mean by home stay ?



SECTION – B

Answer **any three** of the following questions. **Each** question carries **four** marks. (3×4=12)

2. Write a note on the food and beverage control in hotels.
3. Who is a concierge ? Explain the role of concierge in a hotel.
4. Discuss the various classification of hotels.
5. Bring out the differences between job description and job specification .
6. Write a note on types of hotel tariff plans.

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 evolution of hospitality industry.
 8. Write a note on HRACC and FHRAI.
 9. Discuss upon the changing trends in Indian hospitality industry.
 10. Explain the various major and minor department in a hotel. Also discuss upon the need for inter and intra department co-ordination in success of a hotel.
 11. Write a short note on :
 - a) Athithi Devobhavah
 - b) Expectations of a Guest.
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