22/1/22

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Roll No. _____

END SEMESTER EXAMINATION
SEMESTER- I

COURSE CODE : TTMPC 109_ TTM 206 | **DURATION : 3 (THREE)HRS**
COURSE TITLE : INTRODUCTION TO HOSPITALITY | **MAXIMUM MARKS : 75**
SESSION : JULY-DEC'2021 | **PASS MARKS : 35 %**

NOTE:
1. *All the questions are compulsory*
2. *Attempt any 5 (five) questions.*
3. *Mark for each question is shown against it.*
4. *Assume suitable logical data wherever necessary.*

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1. **(a)** Define the term hospitality industry with 2 suitable examples. **(5+2)**
(b) Explain why employing local people can contribute to the economy of a particular place. **(3)**
(c) Describe the nature of the hospitality industry. **(5)**

2. **(a)** Define the term hotel according to the Proprietors Act 1956. **(5)**
(b) Explain the following departments of a hotel: **(5+5)**
(i) Housekeeping
(ii) Front office

3. **(a)** Explain the meaning of hospitality distribution channel. **(5)**
(b) Describe the functions of the following distribution channels: **(5+5)**
(i) Tour operators
(ii) Travel agency

4. Explain the responsibilities of the following major departments of a hotel: **(5x3)**
(i) Food and beverage
(ii) Sales and marketing
(iii)Accounting

5. Describe any five types of hotels. **(5x3)**

6. Write short notes on: **(5x3)**
a) Travel desk of a hotel
b) Reservation system
c) Global distribution channel.

7. Describe profit making and non-profit making business related to the hospitality industry with suitable examples. **(5)**

8. **(a)** Name the major revenue centres of a hotel. **(4)**
(b) Give examples of minor or ancillary revenue centres of a hotel. **(4)**
(c) Explain front-of-the-house and back of the house departments of a hotel. **(7)**

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