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Total No. of Pages : 02

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BTTM (2018 Batch) (Sem.–1) INTRODUCTION TO HOSPITALITY INDUSTRY Subject Code : BTTM-105-18 Paper ID : [75421]

Time: 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

- 1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
- 2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
- 3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

Q1. Answer the following :

- i. What is Cabana?
- ii. Which hotel properties are given heritage status?
- iii. What is continuously rendered service?
- iv. Explain hospitality in terms of hotel industry.
- v. What is called as point of contact in hotel management?
- vi. Define Moment of Truth.
- vii. What do you mean by Concierges?
- viii. What are the different kinds of linens used in hotel industry?
 - ix. Explain the terms Sommelier.
 - x. What is Spillage?



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SECTION-B

- Q2. Define Menu. What are different types of menus?
- Q3. Draw neat layout of twin bedded standard room of 5 star hotels.
- Q4. Explain the lost and found procedures carried out in a hotel.
- Q5. Draw the organisation chart of Housekeeping department in a large hotel.
- Q6. Explain the role of various ingredients in bread making.

SECTION-C

- Q7. What are various food and beverage outlets in a large hotel? List the suitable forms of service in each outlet.
- Q8. What are the main responsibilities of a hotel management professional?
- Q9. Briefly describe the growth of hotel industry in India.