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(Pages : 2)

Name.....

Reg. No.....

**SIXTH SEMESTER (CBCSS—U.G.) DEGREE EXAMINATION
APRIL 2026**

B.Com.

BCM 6B15—HOSPITALITY MANAGEMENT (TRAVEL AND TOURISM
SPECIALISATION)

(2020 Admission onwards)

Time : Two Hours and a Half

Maximum : 80 Marks

*Answers should be written in English only.***Section A***Answer all questions.**Each question carries 2 marks ; Ceiling 25 marks.*

1. What is airport hotel ?
2. What is American plan ?
3. Define casino hotel.
4. Who is a front office manager ?
5. What is suite room ?
6. What is cabana ?
7. What is rack rate ?
8. What is hotel franchise ?
9. What do you mean by management contract ?
10. Write any *two* attributes of front office staff.
11. Define table d'hote.
12. Name any *four* international hotel chains in Kerala.
13. What is a resort ?

Turn over

14. What do you mean by capsule hotel ?
15. What is speciality restaurant ?

(15 × 2 = 30 marks ; ceiling 25 marks)

Section B

Each question carries 5 marks ; Ceiling 35 marks.

16. Discuss the important facilities and services in a Four star hotel
17. Explain the layout of a hotel front office.
18. What are the different modes of bill settlement in hotels ?
19. Discuss the major safety precautions in hotels.
20. Write a note on guest reception in restaurants.
21. Discuss the economic significance of hotel industry.
22. What are the different tariff plans in a hotel ?
23. Explain the staffing pattern in housekeeping department.

(8 × 5 = 40 marks ; ceiling 35 marks)

Section C

Answer any two questions.

Each question carries 10 marks.

24. Write an essay on the evolution and growth of global hospitality industry.
25. Discuss in detail on major departments of a hotel.
26. Write an essay on the classification of hotels based on size, clientele and ownership.
27. Elaborate the functions of front office department in a hotel.

(2 × 10 = 20 marks)