	Utech
Name:	
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Invigilator's Signature :	

### CS/BTTM/SEM-3/TTM-305/2009-10 2009 UNDERSTANDING HOTELS

Time Allotted: 3 Hours Full Marks: 70

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

# GROUP - A ( Multiple Choice Type Questions )

- 1. Choose the correct alternatives for any ten of the following:  $10 \times 1 = 10$ 
  - i) A Motel should be situated in
    - a) Market
- b) National Highway

c) River

- d) Forest.
- ii) In India the hotel ratting are done by
  - a) ISI

b) ISO

c) ITDC

- d) Star.
- iii) When the tariff includes the bed, breakfast and any of the major meal is called
  - a) American plan
  - b) Continental plan
  - c) Modified American plan
  - d) Bermuda plan.

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iv)			the tion o	alcoholic of the	bevera	ge	8	
	a)	Graj	oes		b)	Ва	rley	
	c)	Maiz	ze		d)	Su	garcane.	
v)	Swe	et corn soup belongs to						
	a)	Chir	ıa		b)	Th	ailand	
	c)	Indi	a		d)	No	ne of these.	
vi)	Rooi	m attendant is part of housekeeping department						
	a)							
	b)	fron	t offic	ee				
	c)	both	(a) &	(b)				
	d)	none	e of th	iese.				
vii)	КОТ	Γ means						
	a)	kitcl	nen o	rder ticket	b)	kit	chen order taker	
	c)	kit o	of time	e	d)	no	ne of these.	
viii)	AP s	stands for						
	a)	Ame	rican	Plan				
	b)	Ame	nities	s Planning				
	c)	Afric	an P	lan				
	d)	Awareness Programme.						
ix)	<ul> <li>Laundry is a part of</li> <li>a) Housekeeping department</li> <li>b) F &amp; B services</li> <li>c) Maintenance department</li> </ul>							
	d)	Front Office department.						

- x) Attendant of a bar is called
  - a) waiter

- b) housekeeper
- c) captain
- d) bartender.
- xi) Ashoka Group of hotel is maintained by
  - a) ITC

b) ITDC

c) FHRAI

- d) HRAWI.
- xii) Why does the guest put the fork and knife (crossed) on the plate after he had finished his meal?
  - a) I need more food; the waiter should come
  - b) I have had enough; please remove the plate
  - c) I need cold drinks; please send me the menu
  - d) I am angry; please send the head cook.

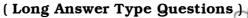
# GROUP – B ( Short Answer Type Questions )

Answer any *three* of the following.  $3 \times 5 = 15$ 

- 2. Give a brief idea about the interior decoration.
- 3. What is the difference between a Modified plan and American plan? What is a Continental plan?
- 4. What are the various forms of accommodation found in tourism industry?
- 5. Define the term "A la carte" "Table d' hote" with suitable example.
- 6. What are the various sub-sections in Front Office? Discuss each section.

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#### **GROUP - C**



Answer any three of the following.



- 7. Discuss the growth and development of hospitality industry in India.
- 8. Explain the role of FHRAI in Tourism & Hotel industry. What is a star hotel?
- 9. Draw an organisational chart of a large hotel showing its various departments. Elaborate the duties and responsibilities of the department heads in brief. 5 + 10
- 10. Cleaning is an important activity of any hotel. Briefly discuss about the equipment and agents necessary for the purpose of cleaning activity in the hotel.

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11. Write an essay on J. Willard Marriot.

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