

## CS/BTTM/SEM-3/TTM-305/2009-10 2009 <br> 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

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10 \times 1=10
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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) Wine is the alcoholic beverage obtained from the fermentation of the
a) Grapes
b) Barley
c) Maize
d) Sugarcane.
v) Sweet corn soup belongs to
a) China
b) Thailand
c) India
d) None of these.
vi) Room attendant is part of
a) housekeeping department
b) front office
c) $\quad$ both (a) \& (b)
d) none of these.
vii) KOT means
a) kitchen order ticket
b) kitchen order taker
c) kit of time
d) none of these.
viii) AP stands for
a) American Plan
b) Amenities Planning
c) African Plan
d) Awareness Programme.
ix) Laundry is a part of
a) Housekeeping department
b) F \& B services
c) Maintenance department
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 <br> ( 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.
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.
11. Write an essay on J . Willard Marriot.

