

**FOR THE CANDIDATES ADMITTED
DURING THE ACADEMIC YEAR 2019 ONLY)**

(NO OF PAGES: 2)

19UHY615

REG.NO

**NGM COLLEGE (AUTONOMOUS) POLLACHI
END-OF-SEMESTER EXAMINATIONS: JULY- 2022**

B.A -HISTORY

MAXIMUM MARKS: 75

VI SEMESTER

TIME: 3 HOURS

PART III

HOTEL MANAGEMENT

SECTION – A (10 X1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS

MULTIPLE CHOICE QUESTIONS

(K1)

1. The Hotel Chain was created by_____
a) Louis Bleriot b) Tony Janus c) P.Rogers d) Howard Johnson
2. Security Personnel use _____ to communicate with each other.
a) Two-way Walkie-Talkie b) Three-way Walkie-Talkie
c) Four-way Walkie-Talkie d) Five-way Walkie-Talkie
3. The Document that helps Lobby Managers hand over charge is called_____
a) Lobby Control Sheet b) Errand Card
c) Log Book d) Scanny Baggage Register
4. The Department that includes the receiving function is: _____
a) Human Resources b) Food and Beverage
c) Finance and Accounting d) Kitchen Steward
5. The person who cleans the kitchen is _____
a) Utility Worker b) Dishwasher c) Pot washer d) Kitchen steward

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES

(K2)

6. Give the meaning for Hospitality Management.
7. Which Transportation has made travel quicker and easier?
8. Which was the largest Hotel in the World in the year 1927?
9. What is continental breakfast?
10. What are the five sectors of the hospitality industry?

(CONTD...2)

SECTION – B**(5 X 5 = 25 MARKS)****ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS. (K3)**

11. a) Briefly write about the four segments of the hospitality industry.
(OR)
b) Discuss classifications of Lodging at Hospitality?
12. a) How does Telephone Exchange play a vital role on Hotel Telecommunication?
(OR)
b) What is the role of the front office at Hotel Management?
13. a) Write about the procedures for handling credit cards on Hotel Management.
(OR)
b) What are the different types of Security in Hotel?
14. a) What are the skills needed to become a food service manager?
(OR)
b) What is the most popular South Indian Food?
15. a) What are the examples of Hospitality?
(OR)
b) What are common problems in Hospitality Industry?

SECTION - C**(4 X 10 = 40 MARKS)****ANSWER ANY FOUR OUT OF SIX QUESTIONS.****(16TH QUESTION IS COMPULSORY AND ANSWER ANY THREE QUESTIONS FROM Q.NO: 17 TO 21) (K4) OR (K5)**

16. Explain in detail the classification of Lodging on Hospitality Management.
17. What did the uniformed service consist of and give a brief note on it.
18. What are the functional areas of Human Resources division on Hotel Management? Explain in detail.
19. Explain the Duties and Responsibilities of Food and Beverage Manager at Hospitality Management.
20. Discuss in detail South Indian Food and North Indian Food.
21. Evaluate the scope of Hospitality Industry on Hotel Management.