

VCD/ 301122 F.Y. BACA/ Semester I/Introduction to Hospitality Studies/ 2.5 HRS / 75 MARKS

- All questions carry equal marks.
- Draw neat, labelled diagrams whenever necessary.

Q. 1 Attempt all the questions

A. EXPLAIN THE TERMS (1 x 1 MARKS)

(5 MARKS)

- Pantry
- Dispense Bar
- Mobile Room Service.
- Aboyeur
- Floatel

B. EXPLAIN THE BELOW. (1 X 1 MARKS)

(5 MARKS)

- Rooms located near the highway are called as "Motels".
- Rooms located at the centre of the city are known as "Down down hotels"
- Single lady traveller travelling alone is known as "Single lady guest".
- The World's 1st Travel agency was "Thomas Cook" which started a rail journey from Leicester to lough brough.
- The founder of Oberoi Group of hotels is Mr. Rai Bahadur Mohan Singh Oberoi".

C. MATCH THE FOLLOWING. (1 x 1 MARKS)

(5 MARKS)

1. Resort Hotels	Primitive lodging house in America.
2. Taj Group of Hotels	Located at the hill stations meant for leisure guests
3. Statler House	Primitive Lodging house in India
4. Sarai	1 st Business Hotel in world
5. Coffee House	Mr. Jamshedji Nusserwanji Tata

Q.2 Answer the following Questions (Any 3)

(15 MARKS)

- Explain the word "Tour" & "Tourist" also categories of Tourism.
- Write a note on Grand Tour.
- Write a note on evolution & growth of Hotel Industry in India.
- Write a note on travel organisers sectors along with functions of Travel Agency.
- Explain Managers role in Hospitality Studies.
- Explain the below terms
 - Itinerary
 - Excursions
 - Tourist Attraction
 - Traveller
 - Memento

Q.3. Answer the following Questions (Any 3)

(15 MARKS)

- Write a note on reason & need for people to travel.
- Discuss the impact of travel on the Hotel Industry.
- Explain various points to be observed while waiting at the table.
- List down various speciality equipment with their uses.
- Draw an English or an American hierarchy of a restaurant.
- Give advantages or disadvantages of Vending machine

Q.4. Answer the following Questions (Any 3)

(15 MARKS)

1. Write a note on the evolution & growth of "The Oberoi Group".
2. Write a note on a. Division of Labour b. Span of Control.
3. Draw a organization chart of a large hotel for Front Office department.
4. Explain the below a. Down Town Hotels b. Sub Urban Hotels c. Resort Hotels d. Airport Hotels e. Motel
5. Explain the duties & responsibilities of Reception & Concierge.
6. Explain the duties & responsibilities of Reservation & Bell Desk.

Q.5. Answer the following Questions (Any 3)

(15 MARKS)

1. Explain in detail Carlton Club Service.
2. Write Do's & Don't in the restaurant.
3. Draw the Organisation Structure of Food & Beverage Department.
4. List down various trolley used in the restaurants.
5. Explain various silver cleaning methods.
6. Write duties of F&B Manager.

munotes.in