

**SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN  
(AUTONOMOUS)**

**(Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC)  
Chromepet, Chennai — 600 044.**

**B.Voc. END SEMESTER EXAMINATIONS APRIL - 2022**

**SEMESTER - II**

**20UTTCT2003 - Hotel Management**

**Total Duration : 3 Hrs.**

**Total Marks : 60**

**Section A**

Answer any **SIX** questions ( $6 \times 5 = 30$  Marks)

1. Define Star Rating System.
2. Classify the Organizational Chart of a Luxury Hotel.
3. Sketch the role of Public relation in Hospitality Industry.
4. What are the factors influencing Hospitality development?
5. What are the features of well-planned Kitchen?
6. Classify the duties of Front Office Personnel.
7. Explain the components of Crisis Management.
8. Examine the Guidelines for the Approval of Hotel Project.

**Section B**

Answer any **THREE** questions ( $3 \times 10 = 30$  Marks)

9. Explain the various forms of Hotel Chain in India.
10. Classify the division of Hotels.
11. Distinguish between Sales Promotion and Public Relation in Hospitality Industry.
12. Evaluate the techniques of Sales Promotion in Hotels.
13. Determine the role of FHRAI in Hotel Industry.

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