

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-2023

SEMESTER - II

**20UTTCT2003 - Hotel Management**

Total Duration : 2 Hrs 30 Mins.

Total Marks : 60

### **Section B**

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

1. What are the types of catering establishments?
2. What is the procedure of star rating system?
3. What are the departments in a hotel?
4. Describe the various sections of Food & Beverage Department in hotels.
5. Explain the various attributes of a Waiter.
6. Describe why organisational structure is important in hotels.
7. Enlist any two safety problems that guests can face in the hotel.
8. Write the full form of IHRAI. What are its functions.

### **Section C**

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

9. Explain the Evolution of Hotel Industry.
10. Explain the various types of Restaurant and their characteristics.
11. Give ten essential personality traits of a front office staff.
12. Discuss on Crisis Management.
13. Explain the challenges in Hospitality Industry.

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