

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 - NOV'2024

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 is star rating system, classify hotels based on star rating?
2. Identify the Importance of Housekeeping in Hotel Industry.
3. Explain –Chain of Hotel with suitable examples.
4. Describe the Challenges faced by Hotel Industry in India.
5. Classify Departments of Hotel Industry with its major roles in Hotel Operation.
6. Explain the Organization of Luxury Hotels.
7. List the Duties and Responsibilities of General Manager in Star Hotels.
8. Explain – FHRAI with its Role in Hotel Industry.

### **Section C**

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

9. Recall the Evolution of Hotel Industry in India.
10. Analyse the key elements of Crisis Management in Hotel Industry.
11. Draw the Organization structure of Hotel Industry.
12. Explain the key Functions of HRACC in the context of Hotel Industry.
13. Elaborate on Technology based Trends in Hotel Industry.

\*\*\*\*\*