

Roll No.

92071-N

**BTTM 3rd Semester (N.S.) 4 Yr.
Syllabus w.e.f. 2016-17 latest
Examination- December, 2016**

Hotel and Resort Management

Paper-15BTTM-306

Time : 3 hours

Max. Marks : 80

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard will be entertained after the examination.

Note : Attempt any **six** questions. Question No.

1 is **compulsory** and carries 20 marks.

All other questions carry equal marks.

1. Define the following :

(a) Down-Town hotel

- (b) Categorization of hotel on the basis of number of rooms
- (c) Convention hall
- (d) Intangible service of hotel
- (e) Room revenue status
- (f) Basic etiquettes of front office staff
- (g) Fork buffet
- (h) Attractiveness factor of resort
- (i) Feasibility study of resort
- (j) Motel facilities

2. Explain hotel management. Discuss the management challenges in five star hotel operations.

3. Discuss the classification and star categorization of hotel in detail.
4. What is front office department ? Discuss basic role and functions of front office department in a five star hotel.
5. Explain room management system and how the room availabilities is forecast in a five star hotel.
6. Write a short note on :
- (a) Procedure of arrangement for business meeting in a banquet
 - (b) Reports and records in banquet

7. Enlist the name and functions of various national and international association which are working for hospitality and tourism promotions.
 8. Discuss the various aspects which are to be considered for resort development and planning in Indian scenario.
 9. Explain the stages and principles for resort management and development.
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