

92071-N

Bachelor of Tourism and Travel Management
3rd Semester New Scheme 4 Years Syllabus wef 2016-
17 Latest Examination, November-2017

HOTELAND RESORT MANAGEMENT

Paper-15-BTTM-306

Time allowed : 3 hours]

[Maximum marks : 80

Note : Attempt any six questions in all. Question No. 1 is compulsory.

1. Define the following :

- (a) Recreational activities
- (b) Suburban hotel
- (c) Partnership
- (d) Functions of front office management
- (e) Room service manager
- (f) Expected departure
- (g) Crib rate
- (h) Mountain based resort
- (i) Gondola
- (j) Continental spa resort

2. What is hotel management ? Discuss its principles and objectives in details.

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3. Draw the organizational structure of a five star hotel with its effectiveness of each department for business.
4. ✓ Explore front office system as a package of four related activities.
5. Explain the job description of front office personnel with their role and responsibilities in a five star hotel.
6. ✓ Explore the concept of banquet. Enlist various types of functions which can be organized in a banquet.
7. Discuss the procedures and steps which are required for booking a banquet for the purpose of conference and exhibitions.
8. ✓ Give a brief introduction to resort and its basic elements.
9. ✓ Discuss basic characteristics and process of a resort planning and development of a resort.

