

(ENGLISH)

[TIME ALLOWED — 3 HOURS]

(MARKS — 100)

**HOSPITALITY MANAGEMENT AND COMMUNICATION
SKILL (THEORY-II)**

- Instructions.*—(1) All questions are *compulsory*.
 (2) Figures to the right indicate *full* marks.
 (3) Assume suitable additional data, if necessary.

	Marks
1. (a) Fill in the blanks (any <i>five</i>) :—	5
(i) Check In time in Hotels is	
(ii) In India flowing hotel's are called	
(iii) In hotels forms is require for registration of foreign-tourist.	
(iv) Hotel Akbar is group of Hotel.	
(v) Taj Coromandel is situated in city.	
(vi) Only room is provided in plan.	
(b) State whether <i>true</i> or <i>false</i> (any <i>five</i>) :—	5
(i) Pulp-du-Jure is a type of transport.	
(ii) Wake call procedure is handel by Housekeeping.	
(iii) Hotel 'Suna Sand' is a Taj Mahal group of Hotel.	
(iv) Status board shows—Status of room in Hotel.	
(v) Reservation is department of ' Front Office '.	
(vi) Hotel ' Banjara ' is situated in Kerla.	
(c) State Long forms (any <i>five</i>) :—	5
(i) H.C.I.	(ii) I.T.D.C.
(iii) F.I.T.	(iv) V.I.P.
(v) G.I.T.	(vi) P.R.N.
(d) Match the following pairs (any <i>five</i>) :—	5
' A ' Group	' B ' Group
(i) American Plan	(1) Room only
(ii) European Plan	(2) Room + Breakfast + Lunch + Dinner.
(iii) Continental Plan	(3) Room + breakfast
(iv) A-la-Cart	(4) Only meal
(v) Modified American Plan	(5) Room + Breakfast + Lunch or Dinner.
(vi) Special Party Menu	(6) Type of Menu
	(7) Menu for Special Occasion.

[Turn over

2. Solve any *two* of the following :— 16
- (a) Explain types of Hotels based on location.
 - (b) Give in details of Table-di-Hole
 - (c) What is Wake call ? Explain procedure.
 - (d) Explain the types of Bed and Room.
3. Attempt any *two* of the following :— 16
- (a) Explain the procedure of Handeling groups in Hotels.
 - (b) How room position are calculating in Hotel.
 - (c) What is Status board ? Give in details.
 - (d) Explain the V.I.P. procedure in Hotel.
4. Answer in brief of any *two* questions :— 16
- (a) Explain the types of Hotel, according to plans.
 - (b) What are the duties of Bell boy ?
 - (c) What are the functions of Telephone Deptt. in Hotel ?
 - (d) How reservation is made in Hotels ?
5. Write short notes on (any *four*) :— 16
- (a) Taj Mahal Group of Hotels
 - (b) Errand Card
 - (c) Baggage handeling in Hotel
 - (d) Master key usage
 - (e) Elements of Effective Communication.
6. Attempt any *two* out of *four* :— 16
- (a) Explain the Check in, Check out procedure for G.I.T.
 - (b) Explain the process of classification for Star Hotels.
 - (c) Draw a organizational chart of Large Hotels.
 - (d) Draw a guest registration form and fill it.
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