

MAY 2016

**P/ID 77565/PMBT1/
PMST1/MBNT1**

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions.

1. Identify the reasons for travelling by people.
2. Write a note on Lodging Industry.
3. Differentiate Job Description and Job Specification.
4. List out the objectives of a hotel organization in general.
5. What is meant by Property Management Systems?
6. Brief on the front office system in a hotel organization.
7. State-the meaning of Interdepartmental Communication.
8. Brief the concept of Revenue Management.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

9. What is the level of service provided in Lodging and Hospitality Industry today?
10. Explain the functions of Food and Beverage division in a hotel.
11. Prepare a Job description and job specification for the role of a front office manager.
12. Identify the roles and responsibilities of Sales and Marketing division.
13. Elaborate on the functions of Front office.
14. Discuss the elements to be present in the Registration record.
15. Elucidate the front office responsibilities in hotels.
16. Enumerate the concept of front office accounting in the hotel industry.

PART C — (1 × 20 = 20 marks)

Compulsory question.

17. Highlight the functions of Human Resource Division of a hotel industry.

2 **P/ID 77565/PMBT1/
PMST1/MBNT1**