

MAY 2016

**P/ID 77567/  
PMBT 3/PMST 3/  
MBNT 3**

---

Time : Three hours

Maximum : 100 marks

PART A — (5× 6 = 30 marks)

Answer any FIVE questions.

1. What do you mean by hotel grading system?
2. List out the qualities of front office staff.
3. What are the role of public relations officer?
4. Distinguish training and development.
5. Explain the type of rooms in hotels.
6. What are the food and beverage services in hotel?
7. Why is hotel automation necessary?
8. Write short notes on room services.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

9. Explain the methods of training in hotel industry.
10. Discuss the major hotel chains in India.
11. Explain the functions of house keeping in hotels.

12. Describe the functions of information department.
13. What are the benefits and facilities given to employees in hotels?
14. Discuss the check in and check out procedure in hotels.
15. Explain the type of food service in hotels.
16. Outline the future of hospitality industry in India.

PART C — (1 × 20 = 20 marks)

Compulsory

17. Draw the layout of different departments and explain the services of each department in a hotel.
-