



K21U 1919

Reg. No. :

Name :

**III Semester B.T.T.M. Degree CBCSS (OBE) Reg./Sup./Imp.
Examination, November 2021
(2019 – 2020 Admission)
CORE COURSE
3B05 TTM : Hotel Operations**

Time : 3 Hours

Max. Marks : 40

PART – A

Answer **all** questions. **Each** question carries **one** mark **each**.

1. Define rack rate.
2. Define room plan.
3. What do you mean by upgrading in front office ?
4. What is a dummy waiter ?
5. Expand EPNS.
6. What do you mean by an adjacent room ? (6×1=6)

PART – B

Answer **any six** questions. **Each** question carries **two** marks **each**.

7. Write a note on online reservation systems.
8. What is the role and functions of information section of front office in a large hotel ?
9. Explain the departure procedure for a guest in a hotel.
10. Explain the importance of room service department in hotels.
11. What is a specialized service ? Explain various types of specialized services available in food and beverage service department.

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12. Explain the check in procedure for a guest with confirmed reservation.
13. What do you mean by late charges ? How can late charges be avoided ?
14. On what conditions can reservation be denied ? **(6×2=12)**

PART – C

Answer **any four** questions. **Each** question carries **three** marks.

15. Discuss the various sources of hotel reservation.
16. Explain the role of front office in a hotel.
17. Define table service. Explain the service procedure for the different types of table service.
18. Describe the role of menu as a marketing tool for food and beverage service department.
19. Why does a hotel have different types of room rates ? Explain the advantages and disadvantages of having different types of room rates and room categories.
20. Explain the duties of Front Office Cashier. **(4×3=12)**

PART – D

Answer **any two** questions. **Each** question carries **five** marks.

21. Explain the potential check-out problems and suggest solutions to minimize check-out problems.
22. What is guest registration ? Explain the legal implications of registration for the guest and the hotel.
23. Describe the significance of food and beverage service department in hotels.
24. Explain the sequence of French Classical Menu with examples for each course. **(2×5=10)**