

(FOR THE CANDIDATES ADMITTED
DURING THE ACADEMIC YEAR 2023

ONLY)

REG.NO.

23UHY6E7

N.G.M.COLLEGE (AUTONOMOUS) : POLLACHI

END-OF-SEMESTER EXAMINATIONS : MAY 2026

B.A HISTORY
SEMESTER-VI

MAXIMUM MARKS: 75
TIME : 3 HOURS

PART - III

23UHY6E7-HOTEL MANAGEMENT

SECTION – A

(10 X 1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS.

(K1)

1.The word “Hospitality” is derived from the Latin word:

- a) Hospitum b) Hospitalis c) Hospes d) Hostia

2. Which section of the front office is responsible for allocating rooms to guests?

- a) Cashier b) Reservation c) Housekeeping d) Security

3. The person who manages the financial activities of a hotel is called

- a) Front Office Manager b) Financial Controller
c) Executive Chef d) Housekeeping Manager

4. Which of the following is a common ingredient in Indian cooking?

- a) Olive oil b) Soy sauce c) Turmeric d) Cheese

5. Hospitality industry growth is closely connected with the growth of

- a) Agriculture b) Tourism c) Mining d) Textile industry

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES

(K2)

6.What is called Dharamsala in the ancient travels of India?

7.The person responsible for supervising the front office staff is called _____.

8.What is the main duty of the Human Resource Division?

9.Write the Work of Food Service Management in a Hotel.

10.Expand FHRAI.

SECTION – B

(5 X 5 = 25 MARKS)

ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS.(K3)

11. a)Explain the concept and nature of the **Hospitality Industry** and discuss its importance in modern society. (OR)

b)Explain the role of the Hospitality Industry in economic development.

12. a)Examine the role of the Front Office Manager in hotel administration.

(OR)

b)Discuss the role of the telephone operator in hotel communication services.

ethical paper

(CONTD 2)

13. a) Discuss the role of human resource planning in improving organizational efficiency in hotels. **(OR)**
b) Discuss the duties and responsibilities of the security personnel in ensuring safety in hotels.
14. a) Analyse the nutritional value and food habits of South Indian dietary practices. **(OR)**
b) Discuss the importance of spices and herbs in Indian cooking.
15. a) Explain the scope and importance of the hospitality industry in the modern economy. **(OR)**
b) Explain the origin and development of hospitality associations in Tamil Nadu.

SECTION – C**(5 X 8 = 40 MARKS)****ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS. (K4 (Or) K5)**

16. a) Explain the early history of lodging establishments. **(OR)**
b) Write a brief account of the classification of hotels.
17. a) Analyse the relationship between the Front Office and other hotel departments. **(OR)**
b) Discuss the contribution of uniformed staff to guest satisfaction and hotel reputation.
18. a) Analyze the various sections of the Accounting Division, such as accounts receivable, accounts payable, payroll, and auditing. **(OR)**
b) Describe the importance of security management in protecting guests, employees, and hotel property.
19. a) Explain the characteristics and features of Indian cuisine. **(OR)**
b) Compare Indian cuisine and Continental cuisine in terms of ingredients, preparation, and taste.
20. a) Discuss the various sectors included in the hospitality industry such as hotels, restaurants, tourism, and event management. **(OR)**
b) Explain the importance of sustainable and eco-friendly practices in the future of the hospitality industry.
