

EHM011 Paper-I - Hospitality Management

P. Pages : 1

Time : Three Hours



GUG/W/24/15279

Max. Marks : 80

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- Notes : 1. All questions are compulsory.
2. All questions carry equal marks.

1. a) Define Tourism product. Explain characteristics and classification of Tourism. **8**
b) Concept and Historical Evolution of Hospitality Industry. **8**

OR

- c) Define Tourism product. Explain characteristics and classification of Tourism. **16**
2. a) Explain Functional units in Hotel. **8**
b) Function of the Core Department of the hotel room division and food and beverage. **8**

OR

- c) Define Accommodation services. Explain Classification of accommodation. **16**
3. a) Explain Types of Travel. **8**
b) Functions of Travel consultant. **8**

OR

- c) Explain Purpose and objectives of Travel. **16**
4. a) How to Handle Guest Complaint and Guide Front Office Staff. **8**
b) What are the customer related services. **8**

OR

- c) How to effective communication with customer and colleagues. **16**
5. Write short notes on:
a) Museums and Art Galleries. **4**
b) Grading Star Category of Hotels in India. **4**
c) concept of Package tour. **4**
d) Interact with superiors. **4**
