MB-118E

Sl.No. : **Total No. of Pages : 2**

Third Semester M.B.A. Degree Examination, May/June - 2023
(Non CBCS) (SLM Scheme)
MANAGEMENT
Hospitality Management (Elective - E)

Time : 3 Hours **Max. Marks : 80**

SECTION - A

1. **Answer any five sub-questions. Each sub-question carries three marks :** **[5 × 3 = 15]**

   a) What are the features of front office department?

   b) What do you understand by Occupational Hazard?

   c) What is Revpar?

   d) What do you understand by guest relation desk?

   e) What is Housekeeping?

   f) What do you mean by yield management?

   g) What is food and beverage transfers?

SECTION - B

Answer any four questions. Each question carries five marks : **[4 × 5 = 20]**

2. What are the functions of front office?
3. Explain the nature of the catering industry.
4. Describe the job description of a bakery chef.
5. Write a note on home keeping.
6. Explain the features of service personnel.
7. Write an explanatory note on ‘Restaurant Layout’.

SECTION - C

Answer any three questions. Each question carries ten marks : [3 × 10 = 30]

8. Discuss the organization structure of restaurant.

9. Explain the modern equipment used in star category hotel kitchen.

10. Describe the growth and development of hospitality industries.

11. Explain the recent digital applications in hotel and hospitality industry.

12. Discuss the competencies of front office staff in modern days.

SECTION - D

13. **Case (Compulsory) : [1 × 15 = 15]**

Front office employees need to be aware of guest services and guest accounting activities at all stages of the guest stay. Front office employees can efficiently serve guest needs when they clearly understand the flow of business through the hotel. Exhibit 2 indicates which front office personnel are most likely to serve the guest during each stage of the guest cycle. The guest cycle also suggests a systematic approach to managing front office operations.

Questions :

a) What do you understand by the term Pre Arrival Activities? Explain it in brief.

b) Do simple Arrival Analysis to describe the emerging scenario with reference to Front Office Operations.

c) Discuss the importance of Arrival & Departure Guest's Register.