

(2)

3. Draw a organisation chart of Front Office Department. Explain in brief. 10

Unit-II

4. Draw and Explain the organisation chart of a Large Hotel and Explain any one department. 10
5. Explain the facilities provided in the suite. 10

Unit-III

6. Write step by step the arrival procedure of a guest in the Hotel. 10
7. How will you organise a Group arrival? 10

Unit-IV

8. Draw a organisation chart of Linen Room in the Hotel. 10
9. What is spring cleaning. Explain in brief.

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(Printed Pages 2)

Roll No. _____

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B.B.A. (T) (Semester-IV) Examination, 2015

HOTEL MANAGEMENT

(BTA-401)

Time Allowed : Three Hours] [Maximum Marks : 70

Note : Answer **five** questions in all. Question **No.1** is **compulsory**. Attempt **one** question from each Unit.

1. Write short notes on the following : 6×5=30
- (a) F.I.T.
 - (b) A.P.
 - (c) E.P.
 - (d) No show
 - (e) Scanty baggage
 - (f) Types of Room

Unit-I

2. Explain the difference between Hotel and Motel. 10

P.T.O.