

Unit II

4. Provide a detailed overview of the typical organizational structure of a large hotel, highlighting the key roles and responsibilities of each department and how they collaborate to ensure the smooth operation of the establishment ?
5. Write detailed notes on the following :
 - (a) Ownership structure in hotels
 - (b) The Oberoi Group.

Unit III

6. Write detailed notes on the following :
 - (a) Duties and Responsibilities of Front Office Manager
 - (b) Types of room rates.
7. Write a comprehensive note on inter and intra-departmental communication in a hotel.

Unit IV

8. What are the key stages in the guest cycle within a hotel ? How does each stage contribute to the overall guest experience and satisfaction ?
9. Write detailed notes on the following :
 - (a) Handling lost and found
 - (b) Foreign exchange regulations.

Roll No.

Total Pages : 02

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HOTEL MANAGEMENT

DSE-MTTM-301

Wef 2023-24

Time : Three Hours]

[Maximum Marks : 50

Note : Attempt *Five* questions in all, selecting *one* question from each Unit. Q. No. 1 is compulsory. All questions carry equal marks.

1. Write brief notes on the following :

- (a) In-flight catering
- (b) Partnership
- (c) Digital booking
- (d) Bell desk.

Unit I

2. Discuss the primary drivers and challenges associated with the growth and development of India's economy in the coming decade.
3. Write detailed notes on the following :
 - (a) Catering establishments
 - (b) Present status of the hotel industry in India.