



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

BTS SECOND SEMESTER ASSIGNMENT

Programme Name: Bachelor of Tourism Studies

Course Name: Hospitality, Hotel and Hoteliering

Session: 2014-15 (summer)

Last Date of Submission: 15 June 2015

Programme Code: BTS12

Course Code: BTS204

Maximum Marks: 20

Section 'A' contains 08 short answer type questions of 2.5 marks each. Learners are required to answers 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Briefly discuss the following:

1. How you can classify the star categories of hotels.
2. Give a brief note about the fast-food restaurants.
3. List any four qualities and attributes of the housekeeping personnel.
4. How are chain hotels different from individual hotels?
5. Write short notes on Riverside and Yali Lounge outlets.
6. State the difference between job description and job specification.
7. What are the essentials of HRD?
8. What is the role of multinational companies in the economy growth?

Section 'B' contains 04 long answer-type questions of 05 marks each. Learners are required to answers 02 questions only.

1. Discuss the origin and evolution of the hospitably Industry with special reference to International context.
2. Discuss in detail the importance and functions of the Front office department in five star hotels.
3. What is the role of HRACC in providing honest star classifications to various hotels in India?
4. Write a detailed note on the features and amenities offered in The Taj Mahal Palace Rooms and The Taj Mahal Tower Rooms?