



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

DIPLOMA IN ACCOMMODATION MANAGEMENT (DAM)
DIPLOMA IN FRONT OFFICE MANAGEMENT (DFO)
DIPLOMA IN RESTAURANT SERVICE MANAGEMENT (DRS)
DIPLOMA IN FOOD PRODUCTION MANAGEMENT (DFP)
ASSIGNMENT

Last Date of Submission: 15th January 2013

Course Title: Introduction to Hospitality Industry
Year: 2012-13

Course Code: IHI - 101
Maximum Marks: 20

Section 'A' contains 08 short answer type questions of 2^{1/2} marks each. Attempt any 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately. Briefly discuss the following:

Section-A

1. Write a note on star classification of hotels.
2. What is franchise? Explain.
3. Define tourism? Explain various forms of tourism.
4. Write a note on "attributes of hotel personnel".
5. Write note on WTO.
6. What are the objectives of IATA?
7. Write a note on PATA.
8. What are the main objectives and functions of ITDC.

Section 'B' contains 04 long answer-type questions of 5 marks each. Attempt any 2 questions only. Answers of Long answer-type questions must be restricted to 1000 words approximately. Briefly discuss the following:

Section-B

1. Write a detailed note on various departments of hotel.
2. Write an essay on importance of communication in hotels.
3. What do you mean by Support services in hotel? Explain with examples.
4. Write an essay on tourism resources of Uttarakhand.