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SARDAR PATEL UNIVERSITY
B.B.A (HM & TTM) (I Sem.) Examination
Thursday, 23 April 2015
2.30 – 4.30 pm
UM01CBBH/T02 - Introduction to Hospitality

Total Marks: 60

Q1. Define the term Hospitality? How it grew from ancient to modern age? (15 Marks)

Or

Q1. Explain the current scenario of development of hospitality industry in India? (15 Marks)

Q2. Define various aspects of eco-friendliness in context to hospitality industry? (15 Marks)

Or

Q2. How various ownership pattern popularized in hospitality industry, discuss? (15 Marks)

Q3. Introduce House Keeping department in details with diagram? (15 Marks)

Or

Q3. Introduce Food & Beverage department with hierarchical structure? (15 Marks)

Q4. Explain various service characteristics with examples? (15 Marks)

Or

Q4. Describe 5 qualities & etiquettes of hospitality professionals with examples? (15 Marks)
