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**The Assam Royal Global University, Guwahati**  
**Royal School of Travel and Tourism Management**  
**Masters in Travel and Tourism Management, 4<sup>th</sup> Semester**  
**Semester End Examination, June 2023**  
**Course Title: Hospitality Management**  
**Course Code : TTM204C402**

**Time: 3 Hours**

**Maximum Marks: 70**

**Note: Attempt all questions as per instructions given.**  
*The figures in the right-hand margin indicate marks.*

**Section – A**

1. Attempt all questions. (Maximum word limit 50) **2 x 8**
- a. What were the primitive lodging houses in Portugal known as?
  - b. Which hotel is regarded as the first business hotel in modern era?
  - c. Which hotel provide gambling facilities to its guest?
  - d. What is a twin room?
  - e. What is a European Plan?
  - f. What are heritage hotels?
  - g. What are duty roasters?
  - h. List 5 examples of glassware used in F&B service.

**Section – B**

2. Attempt any two of the following: **6x2**
- a. Classify hotels on the basis of location.
  - b. Describe the various types of rooms that you will find in a hotel.
  - c. Write a short note on the 'Grad Tour'.
3. Attempt any two of the following: **7 x 2**
- a. Write a short note on the systems of reservation.
  - b. Explain Whitney system and Diary system of Reservation.
  - c. What do you understand by Guest cycle? Explain in detail.
4. Attempt any two of the following: **7 x 2**
- a. There are two stages in purchasing housekeeping inventory, Explain.
  - b. What are the various types of purchasing methods used in hotels?
  - c. Write a short note on the various styles of leadership.
5. Attempt any one of the following: **14 x 1**
- a. Define institutional catering, and write a short note on the scope and problems on institutional catering.
  - b. Food and beverage department plays a very important role in the hotel industry, Explain.