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## The Assam Royal Global University, Guwahati

Royal School of Hotel Management

GE 4/8 All UG Semester

Semester End Examination, June 2023

Course Title: Hospitality Operations

Course Code : HMT192G203

**Time: 3 Hours**

**Maximum Marks: 70**

**Note: Attempt all questions as per instructions given.**

*The figures in the right-hand margin indicate marks.*

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**Section – A**

1. Attempt all questions. (Maximum word limit 50) 2 x 8
- a. What is HRACC?
  - b. What is round the clock service?
  - c. What is inn?
  - d. What is a motel ?
  - e. What is Duplex?
  - f. What do you mean by cocktails?
  - g. What is MAP?
  - h. Which hotel offers chartered flight facility?

**Section – B**

2. Attempt any one of the following: 12 x 1
- a. Write about classification of hotels on the basis of location and heritage.
  - b. Write about duties and responsibilities of Front office Manager.
3. Attempt any two of the following: 7 x 2
- a. What are functional areas of front office department?
  - b. What are different types of room in a hotel?
  - c. Classify hotels on the basis of clientele.
4. Attempt any two of the following: 7 x 2
- a. Explain different methods of Cooking?
  - b. What are different types of stocks?
  - c. Write atleast 5 types of restaurants.
5. Attempt any two of the following: 7 x 2
- a. Explain core departments of a hotel.
  - b. What are different types of equipment in housekeeping department?
  - c. What is the difference between front and back office?