

A-0656

Total Pages : 4

Roll No.

BTTM-204

Bachelor of Tourism & Travel Management (BTTM)

(Hospitality, Hotel and Hoteliering)

Examination, June 2025

Time : 2:00 Hrs.

Max. Marks : 35

Note :- This paper is of Thirty Five (35) marks divided into Two (02) Sections 'A' and 'B'. Attempt the questions contained in these sections according to the detailed instructions given therein. *Candidates should limit their answers to the questions on the given answer sheet. No additional (B) answer sheet will be issued.*

Section-A

(Long Answer Type Questions) $2 \times 9\frac{1}{2} = 19$

Note :- Section 'A' contains Five (05) Long-answer type questions of Nine and Half ($9\frac{1}{2}$) marks each. Learners are required to answer any *two* (02) questions only.

1. What is the cultural importance of hospitality in India, and how has it become a modern industry ?
2. Write in detail the role of Food Production departments in a large hotel. Discuss organizational structure of food production department and its coordination with other departments.
3. Elaborate the concept and significance of eco. hotels and heritage hotels. Write about the growing importance of these industries with suitable examples.
4. Study the monetary and non-financial incentives provided by the Indian government for the hospitality industry and their impact on its development.
5. How do international rules and ethical guidelines affect hotel operations and management in India ? Explain.

Section–B

(Short Answer Type Questions) 4×4=16

Note :– Section ‘B’ contains Eight (08) Short-answer type questions of Four (04) marks each. Learners are required to answer any *four* (04) questions only.

1. Describe the different types of accommodations found in hotels. Also explain how they fulfill the different requirements of travelers.
2. Discuss the key functions performed by the Bell Desk in enhancing the guest experience in a hotel.
3. Highlight the contributions of ITDC in the growth and promotion of the Indian hotel and tourism industry.
4. Describe the key features of heritage hotels, including their design. Explain how they are operated. Provide examples of well-known heritage hotels in India.
5. Write in detail about the important skills a housekeepers should have to ensure guest satisfaction and maintain the hotel's reputation.
6. Describe the types of ancillary departments in a hotel and their contribution to overall operations.
7. What makes "The Taj, Mumbai" an iconic property in Indian hospitality from a historical and cultural perspective ?

8. What is the contribution of state tourism corporations in development of hotel industry ? Also write its role in regional tourism promotion in India ?
