

PGDTHM-01

**PGDTHM Examination- June, 2015****Hotel & General Management**

PGDTHM-01

*Time : Three Hours]**[Max. Marks : 100*

**Note:** The question paper is divided into three sections A, B and C. Write answers as per the given instruction.

**Section-A**

Very Short Answer Type Question (Compulsory)

10x2=20

Note : Answer all the ten questions. Maximum word limit is 30 words for each question. All the questions in this section are compulsory. Each question will be of 2 (two) marks and maximum marks of this section will be 20 marks.

1.
  - (i) Define Management?
  - (ii) What is Bureaucracy?
  - (iii) Define Direction?
  - (iv) What is communication?
  - (v) What do you mean by coordination?
  - (vi) How do you define MBO?
  - (vii) What is F&B service?
  - (viii) Write two roles of front office in Hotel Management?
  - (ix) What is Housekeeping?
  - (x) What kind of facilities required in five star hotel. Give two examples.

**Section-B**

(1) PGDTHM-01 / 100 / 2

(Short Answer Question )

Note : Answer any four questions. Maximum word limit is 200 words for each question. Each question will be of 10 (ten) marks and maximum marks of this section will be 40 marks.

10x4=40

2. Explain the controlling process?
3. Management is an art or Science? Comment.
4. What are the major types of communication? Explain it with Suitable examples.
5. What are the advantages of oral and written communication?
6. Explain the inter departmental relationship of F&B service with other department?
7. What factors should be kept in mind while planning a hotel?
8. Classify Hotel according to the size, client and length of guest stay?
9. What are the methods to ensure safety and security of guest in a hotel?

**Section-C**

(Short Answer Question )

Note : Answer any two questions. Maximum word limit is 500 words for each question. Each question will be of 20 (twenty) marks and maximum marks of this section will be 40 marks.

2x20=40

10. Explain the need hierarchy. Theory of motivation propounded by Maslow?
11. Explain the brief an operational system of the food and beverage department.
12. Explain in detail about the types of plans. Followed by Hotels.
13. Explain the role and importance of entertainment and other facilities in effective hotel management.