

QP Code: D145193		Total Pages: 02	Name:
			Register No.
SECOND SEMESTER B.VOC (CUFYVP) REGULAR EXAMINATION APRIL 2026			
TOURISM AND HOSPITALITY MANAGEMENT			
THS2MN102 Introduction to Hospitality Industry			
2025 Admission			
Maximum Time :2 Hours			Maximum Marks :70
Section A			
All Question can be answered. Each Question carries 3 marks (Ceiling : 24 Marks)			
1	Define the term hospitality.		
2	What are Inns? What facilities are provided in inns?		
3	What is the food and beverage sector? Give examples.		
4	How does a homestay differ from a hotel?		
5	What is the primary function of the Front Office Department?		
6	Mention any two supporting departments in a hotel and their functions.		
7	How are job positions in hotel industry classified? How this classification provides career opportunities for employees.?		
8	Why is teamwork important in hospitality operations?		
9	Name the four stages of the guest cycle.		
10	What is the relationship between departmental efficiency and guest satisfaction? Explain with an example.		
Section B			
All Question can be answered. Each Question carries 6 marks (Ceiling : 36 Marks)			
11	Describe the scope of the hospitality industry and discuss its major sectors.		
12	What are cruise ships? Describe their importance and contribution to the hospitality industry.		
13	Discuss the characteristics of hospitality industry.		
14	Explain the duties and responsibilities of Sales and Marketing department in a hotel.		

15	What are the core services of hotel?
16	Bring out the benefits of internship in hospitality industry.
17	What communication skills are required by hospitality professionals?
18	What do you understand by customer service?
Section C	
Answer any ONE. Each Question carries 10 marks (1x10=10 Marks)	
19	What do you understand by organizational structure? Explain its importance in hotels.
20	Discuss the role of teamwork in the hospitality industry. Why is it considered an essential attribute for hotel staff?