

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2014-2015

COURSE : 6th Semester of 3-year B.Sc. in H&HA - **Specialisation**
SUBJECT : Accommodation Management - V
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Illustrate the importance of travel intermediaries for the success of hotel and hospitality industry.

OR

Electronic travel distribution systems play a major role in today's moving world. Elucidate.

(10)

Q.2. As a Front Office Manager of a large five star hotel, which factors will you keep in mind while setting the price for group bookings?

(10)

Q.3. Write an essay on the various documents required by a tourist while travelling abroad.

(10)

Q.4. Why hospitality industry is continuously emphasising on guest relationship. Quote suitable examples.

(10)

Q.5. What do you understand by the term 'Corporate Social Responsibilities'? Enumerate the social responsibilities adopted by any one hotel chain in India in recent years.

OR

Discuss the social responsibilities of the hotel industry in today's context in India.

(10)

Q.6. Write a note on the development of timeshare business in India.

(10)

Q.7. Design a layout of the lobby of a five star commercial hotel.

(10)

Q.8. Mention the salient features of a fully automated front office department. (10)

Q.9. Expand the following (**any five**):

- (a) IATA
- (b) FRRO
- (c) PATA
- (d) ICAO
- (e) USTTA
- (f) WTTC
- (g) UFTAA
- (h) IATO
- (i) IAAI
- (j) FHRAI

(5x2=10)

Q.10. Write short notes (**any two**):

- (a) Issues related to Credit Card payments
- (b) Health insurance for foreign tour
- (c) Request for proposal
- (d) Visa

(2x5=10)
