Q.1. (a) Define tourism.  
(b) Discuss in detail the benefits of tourism to the destination.  
Outline the evolution and growth of the hotel industry mentioning various landmarks and important developments.  
\(2+8=10\)

OR  
Q.2. Classify hotels based on location and clientele.  
List the various sections of front office and briefly explain the activities of each section.  
\(10\)

Q.3. Draw the hierarchical organisation chart of a large five-star hotel.  
Draw the layout of the lobby and front office of a large five-star hotel and label the various sections.  
\(10\)

Q.4. (a) What is job description?  
(b) Write the job description of a front office assistant.  
\(2+8=10\)

Q.5. Write short notes on any two:  
(a) Chain hotels  
(b) Boutique hotels  
(c) Room rack  
(d) Concierge  
\(2\times 5=10\)

Q.6. List the various types of hotel rooms available in a star hotel. Briefly describe any five:  
\(10\)

Q.7. Give step-by-step procedure followed by the bell desk for handling:  
(a) Scanty baggage guest  
(b) Left luggage  
\(5+5=10\)

Q.8. Differentiate between the following (any five):  
(a) Front of the house and back of the house.  
(b) Door attendants and valet parking attendants.  
(c) Overstay and stayover.  
(d) Skipper and DNCO.  
(e) Fixed time-share and floating time-share  
(f) No-show and walk-in  
(g) Referral group and Franchise.  
\(5\times 2=10\)

Q.9. Define the term ‘time-share’. Discuss the various methods of use of time-share and the advantages of time-share hotels.  
\(10\)

Q.10. Match the following and French terms with their English meaning::  
(a) Mercredi  
(b) Bon jour  
(c) L’été  
(d) Salle de bains  
(e) S’il vous plait  
(f) Aout  
(g) Cinq  
(h) Chambre  
(i) A bientot  
(j) Merci  
(i) Thank you  
(ii) August  
(iii) Wednesday  
(iv) Summer  
(v) Room  
(vi) Please  
(vii) See you soon  
(viii) Five  
(ix) Good morning  
(x) Bathroom  
\(10\times 1=10\)