

**EHM011 Paper-I - Hospitality Management**

P. Pages : 1

Time : Three Hours



**GUG/W/24/15279**

Max. Marks : 80

- Notes : 1. All questions are compulsory.  
2. All questions carry equal marks.

1. a) Define Tourism product. Explain characteristics and classification of Tourism. 8  
b) Concept and Historical Evolution of Hospitality Industry. 8

**OR**

- c) Define Tourism product. Explain characteristics and classification of Tourism. 16  
2. a) Explain Functional units in Hotel. 8  
b) Function of the Core Department of the hotel room division and food and beverage. 8

**OR**

- c) Define Accommodation services. Explain Classification of accommodation. 16  
3. a) Explain Types of Travel. 8  
b) Functions of Travel consultant. 8

**OR**

- c) Explain Purpose and objectives of Travel. 16  
4. a) How to Handle Guest Complaint and Guide Front Office Staff. 8  
b) What are the customer related services. 8

**OR**

- c) How to effective communication with customer and colleagues. 16  
5. Write short notes on:  
a) Museums and Art Galleries. 4  
b) Grading Star Category of Hotels in India. 4  
c) concept of Package tour. 4  
d) Interact with superiors. 4

\*\*\*\*\*