

- c) Chain hotel
 - d) Franchise hotel
- Q.4 What is a defining feature of a motel?
- a) Located in a city centre
 - b) Only accepts long-term guests
 - c) Has a restaurant and bar on-site
 - d) Offers parking directly outside guest rooms and usually located on highways
- Q.5 During which stage of the Guest Cycle does the guest typically make a reservation?
- a) Pre-Arrival b) Arrival
 - c) During stay d) Departure
- Q.6 Which department does the Front Office Coordinate with to ensure clean and orderly guest rooms?
- a) Housekeeping department
 - b) Food production department
 - c) F & B Department
 - d) Sales & Marketing department

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. (6x1=6)

- Q.7 A single room is designed to accommodate _____ person (s).

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- Q.8 The _____ is responsible for providing guests with information about the hotel and local attractions.
- Q.9 During the _____ stage of the guest cycle, the guest is welcomed and provided with their room key.
- Q.10 A bell boy is responsible for overseeing the all work of bell desk. (True / False)
- Q.11 The maintenance department is responsible for maintaining and repairing equipment and facilities in the hotel. (True / False)
- Q.12 A Penthouse room is typically located below top floor of a hotel. (True / False)

SECTION-C

Note: Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

- Q.13 Explain the different types of tourism.
- Q.14 Name and write a brief description of the 5 famous hotel chains.
- Q.15 Draw the organization structure of the FOD in a large hotel.
- Q.16 What are the duties and responsibilities of a receptionist in the FOD?
- Q.17 Classify hotels based on location.

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