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| **University of Kerala** | |
| Discipline: BMS Hotel Management | Time: 1 Hour 30 Minutes (90 Mins.) |
| Course Code: UK1MDCBHM101 | Total Marks: 42 |
| Course Title: Foundation In Hospitality Industry |  |
| Type of Course: MDC |  |
| Semester: 1 |  |
| Academic Level: 100-199 |  |
| Total Credit: 3, Theory: 3 Credit |  |

**Part A. 6 Marks. Time: 6 Minutes**

**Objective Type. 1 Mark Each. Answer All Questions**

**(Cognitive Level: Remember/Understand)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qn.**  **No.** | **Question** | **Cognitive**  **Level** | **Course**  **Outcome (CO)** |
| 1. | Name the front office person responsible for the entire department | Remember | CO3 |
| 2. | List any 2 types of room rates | Remember | CO1 |
| 3. | Define Rotels. | Understand | CO1 |
| 4. | Give one equipment used for flower arrangement. | Understand | CO4 |
| 5. | Describe wholesale rate | Understand | CO1 |
| 6. | Identify a room with balcony facing good view | Understand | CO1 |

**Part B. 8 Marks. Time: 24 Minutes**

**Short Answer. 2 Marks Each. Answer All Questions**

**(Cognitive Level: Understand/Apply)**

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| --- | --- | --- | --- |
| **Qn.**  **No.** | **Question** | **Cognitive**  **Level** | **Course**  **Outcome (CO)** |
| 7. | Explain the role of supporting departments like marketing in ensuring the smooth functioning of a hotel. | Understand | CO1 |
| 8. | Describe how the coordination between front office and housekeeping enhances guest satisfaction. | Understand | CO3 |
| 9. | Compare the roles of the receptionist and reservation agent in the front office. | Apply | CO2 |
| 10. | Explain the importance of housekeeping department | Apply | CO2 |

**Part C. 28 Marks. Time: 60 Minutes**

**Long Answer. 7 marks each. Answer all 4 Questions, choosing among options within each question.**

**(Cognitive Level: Apply/Analyse/Evaluate/Create)**

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| --- | --- | --- | --- |
| **Qn.**  **No.** | **Question** | **Cognitive**  **Level** | **Course**  **Outcome (CO)** |
| 11.a | Apply the roles of departments like maintenance and security to solve a guest problem. | Apply | CO3 |
| 11.b | Interpret functions of Night Manager and Front office manager. | Apply | CO3 |
| 12.a | Compare hotel rooms | Analyze | CO1 |
| 12.b | Examine hotel and its departments | Analyze | CO1 |
| 13.a | Describe sections of Housekeeping with a neat diagram | Evaluate | CO2 |
| 13.b | Design an organization Structure of Accommodation department of a medium size hotel and explain the responsibilities of key positions | Evaluate | CO2 |
| 14.a | Design the Care &Conditioning of flowers | Evaluate | CO4 |
| 14.b | Evaluate the elements of flower arrangement | Evaluate | CO4 |

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| **Cognitive Level** | **Marks** | **Percentage** | **Course Outcomes** | **Marks** | **Percentage** |
| Remember | 2 | 4.8 | CO1 | 13 | 31 |
| Understand | 8 | 19.0 | CO2 | 11 | 26 |
| Apply | 11 | 26.2 | CO3 | 10 | 24 |
| Analyse | 7 | 16.7 | CO4 | 8 | 19 |
| Evaluate | 14 | 33.3 | CO5 |  |  |
| Create | 0 | 0 |  |  |  |
| **TOTAL** | **42** | **100** | **TOTAL** | **42** | **100** |