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**School of Hospitality****Bachelor of Business Administration in Tourism and Travel  
Mid Term Examination - Nov 2023****Duration : 90 Minutes  
Max Marks : 50****Sem III - I1UA303T - Hotel Management-I**General Instructions*Answer to the specific question asked**Draw neat, labelled diagrams wherever necessary**Approved data hand books are allowed subject to verification by the Invigilator*

- 1) During the departure procedure, guests are not required to settle any outstanding bills. K2 (2)
- 2) The accommodation industry in India encompasses various sectors of the \_\_\_\_\_ and hospitality field. K1 (3)
- 3) Explain the departure formalities for domestic tourists from a hotel. K2 (4)
- 4) What are the key functional areas within the front office department? K2 (6)
- 5) How does the Front Office department contribute to guest satisfaction? K3 (6)
- 6) In what ways do hotels showcase the cultural heritage of their location? K3 (9)
- 7) How do hotels handle payment for group reservations? K4 (8)
- 8) What are the types of reservations a guest can make? K4 (12)

**OR**

Describe the concept of "timeshare" in the hospitality industry. K4 (12)