

Dr. Babasaheb Ambedkar Open University
Term End Examination February – 2026

Course	: BBAHT	Date	: 26-02-2026
Subject Code	: BBAHT102	Time	: 11:30am to 01:45pm
Subject Name	: Introduction to Hospitality Management	Duration	: 02.15 Hours
		Max. Marks	: 70

Section A

Answer the following (Attempt any three) (30)

1. Describe the classification of hotels with appropriate chart along with the History of Hotel Industry.
2. What is the meaning of Passport? Write different types of it.
3. What is Pacific Asia Travel Association? Mention the activities performed by it.
4. Discuss the different types of catering establishments and their functions.
5. What is Event Management? Write different types of Events.

Section B

Answer the following (Attempt any four) (20)

1. Write short note on World Tourism Organization.
2. What is the meaning of Leisure? How do Indians spend their leisure time?
3. Write short note on International Air Transport Association.
4. Write short note on Recreation.
5. Discuss the role of front office in selling hotel guest rooms.
6. "The housekeeping department plays an important role in maintaining every part of the hotel." Discuss the statement.

Section C

Part – A (Multiple Choice Questions) (10)

1. What does **MICE** stand for?
A Meetings, Incentives, Conferences, Exhibitions B Management, Investment, Conference, Events
C Marketing, Incentives, Conventions, Exhibitions D Meetings, International, Conventions, Events
2. What is the full form of **NBT**?
A National Banking Trust B National Book Trust
C National Broadcasting Technology D National Board of Training
3. Commercial recreation mainly includes:
A Museums and libraries B National parks and sanctuaries
C Theme parks, attractions, and clubs D Educational institutions
4. Which of the following is an example of a support centre?
A Front office B Housekeeping
C Food production D Sales and Marketing

- 5 A kiosk selling newspapers, gifts, and other essentials is usually located in the:
A Restaurant area B Hotel lobby
C Housekeeping department D Kitchen area
- 6 Which is the largest department in a hotel in terms of staff strength?
A Front Office B Food and Beverage Service
C Housekeeping D Engineering
- 7 The two main areas of rail catering are:
A On-board catering and airline catering B Station catering and hotel catering
C Static catering and mobile catering D Terminal catering and in-transit catering
- 8 The term “heads of parties” in kitchen organization refers to:
A Restaurant managers B Section heads of the kitchen
C Service staff D Storekeepers
- 9 Chartered fishing vessels that carry groups of eight or more passengers are called:
A Party Boats B Cruise boats
C Ferry boats D Houseboats
- 10 The International Union of Official Travel Organizations (IUOTO) was founded in:
A 1945 B 1947
C 1950 D 1955

Part – B (Do as Directed)

(10)

Write whether the statements are True or False:

- 1 The word *hotel* is derived from a French word meaning *host*.
- 2 Floatels are land-based accommodation establishments.
- 3 Motels are generally situated along highways.
- 4 The Taj Lake Palace is located in the middle of Lake Pichola.
- 5 Ecotourism encourages large-scale mass tourism.
- 6 The color of an Indian Diplomatic Passport is blue.
- 7 A transit visa is generally valid for five days or less.
- 8 The Organization for Economic Co-operation and Development was founded in 1961.
- 9 The porter's department is also called the uniformed staff department.
- 10 The cashier is mainly responsible for room reservations and check-in procedures.
