

**MTTM-102: INTRODUCTION TO THE HOSPITALITY INDUSTRY  
(Tutor Marked Assignment)**

**Course Code: MTTM-102**  
**Total Marks: 100**

**Programme: MTTM\_NEW**  
**Assignment Code: MTTM-102/TMA/2026**

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**Note:** This TMA consists of **ten questions**, out of which you have to **attempt any five**.

The question carries **20 marks each** and should be answered in about **500 words**. Send your TMA to the Coordinator of your Learner Support Centre.

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1. Describe the history and evolution of Hospitality Industry and explain its importance in the global economy. **20**
2. What is supplementary accommodation, identify two largest divisions in a hotel and explain their primary functions. **20**
3. Which type of layout is suitable for a fast-food restaurant and if the layout is not planned properly, which problems might occur? **20**
4. Discuss the role of tour operators in Tourism Industry, also explain the challenges faced by the online booking platforms. **20**
5. Discuss the importance of Health and Sanitation regulations in Cruise Tourism Operations. **20**
6. Event planning is a meticulous and challenging task. Explain in detail. **20**
7. a) What are the major green hotel certification programmes? **(10x2=20)**  
b) Define the role of Corporate Social Responsibility (CSR) in promoting sustainable practices in the Hospitality Industry with suitable examples.
8. Describe primary function of a Property Management System (PMS) and explain how its evolution to cloud-based technology has impacted hotel operations? **20**
9. Differentiate between Guest Service and Customer experience. Provide a brief example illustrating how a hotel can have excellent guest service but poor customer experience? **20**
10. Do you think AI can ever fully replace human touch in Hospitality Services? Justify your answer. **20**