

School of Hospitality

Department of Hospitality
Mid Term Examination

Exam Date: 26 Sep 2023

Time : 90 Minutes

Marks : 50

Sem VII - BMMH4022 - Hotel Law and Ethics

Your answer should be specific to the question asked

Draw neat labeled diagrams wherever necessary

- 1) Ethical marketing in hotels include providing transparent and accurate information to guests. Discuss K2 (2)
- 2) Discuss some hotel legal licenses. K1 (3)
- 3) How do ethical considerations vary between human resource management and finance management in the hotel industry? K2 (4)
- 4) What are the key legal and ethical considerations for hoteliers in ensuring the safety and security of their guests? K2 (6)
- 5) Explain the scope and coverage of The Employees Compensation Act, 1923, and its importance in ensuring employees' financial security in hotels. K3 (6)
- 6) What sets apart ethical aspects between guest safety and security management and community engagement in hotels? K3 (9)
- 7) What are some ethical concerns in hotel CRM practices? K4 (8)
- 8) What ethical considerations are relevant to hotel sustainability initiatives? K4 (12)

OR

Discuss the key provisions of the Trade Unions Act, 1926, and its implications for hotel employees and management. K4 (12)