

Name. _____		Printed Pages:01		
Student Admn. No.: _____				
<b>School of Hospitality and Tourism</b> <b>Back Paper Examination (Odd and Even Semester) – July - August 2024</b> <b>[Programme: BScHM/BHM] [Semester: IV] [Batch:                    ]</b>				
Course Title: <b>Hotel Law &amp; Ethics</b>		Max Marks: <b>100</b>		
Course Code: <b>BMH4022</b>		Time: <b>3 Hrs.</b>		
<b>Instructions:</b>	1. All questions are compulsory. 2. Assume missing data suitably, if any.			
		K Level	COs	Marks
<b>SECTION-A (15 Marks)</b>		<b>5 Marks each</b>		
1.	What is the importance of duty of care in the hotel industry?	CO1	K1	5
2.	How does the Consumer Protection Act benefit hotel guests?	CO2	K2	5
3.	What are the key labor laws applicable to hotel employees?	CO3	K3	5
<b>SECTION-B (40 Marks)</b>		<b>10 Marks each</b>		
4.	What are the responsibilities of hotels under The Employees Compensation Act?	CO4	K3	10
5.	Evaluate the role of hotel ethics in building a positive brand reputation, guest loyalty, and employee satisfaction.	CO5	K4	10
6.	Discuss the classification of contracts, with examples relevant to the hotel industry.	CO1	K3	10
7.	Describe the legal responsibilities of hotels in ensuring the safety and security of their guests, including measures to prevent accidents, theft, and other security risks.	CO2	K3	10
<b>SECTION-C (45 Marks)</b>		<b>15 Marks each</b>		
8.	Explain the main objectives and provisions of The Consumer Protection Act and how it impacts the hospitality industry.	CO3	K2	15
9.	What are the key legal and ethical considerations for hoteliers in ensuring the safety and security of their guests?	CO4	K4	15
10	Discuss the key provisions of labor laws that apply to the hospitality industry and their significance in protecting employee rights.	CO5	K5	15