

[3 Hours]

[Total Marks: 100]

Please check whether you have got the question paper

- N.B.** 1. All Questions are **Compulsory**. Questions 2 to 6 Have as **Internal Choice**
2. **Figures** to the right indicate **full marks**.

Q.1 (A) Multiple Choice Questions (Any 10) (10)

1. The standard rate of hotel room is known as,
 - a. special rate
 - b. rack rate
 - c. group rate
 - d. none of these
2. Which department receives orders to deliver food and beverages to the guests' rooms?
 - a) Housekeeping
 - b) Front Office
 - c) Room Service
 - d) Food and Beverage
3. Which one of the following is a record of financial transactions taking place between a guest and the hotel?
 - a) Folios
 - b) ledgers
 - c) Guest accounts
 - d) Vouchers
4. HRACC stand for.....
 - a) Hostel & Reservation Association Classification Counter
 - b) Hotel & Reservation Association Classification Counter
 - c) Hostel & Restaurant Association Classification Committee
 - d) Hotel & Restaurant Approval Classification Committee
5. Which of the following things should make guest comfortable...?
 - a) Asking personal questions
 - b) Laughing at Guest
 - c) Staring at guest
 - d) Talking with smile.
6. Late Night registrations must be handled according to _____
 - a) Your mood
 - b) Customer mood
 - c) Any way you want
 - d) Company policy

7. Which of the following things are expected from good Front Office associate_____?
- Knowledge of organizational procedures
 - Convincing guest to stay in hotel
 - Both A&B
 - None of the above
8. What should you must do with guest during check in?
- Ask personal questions
 - Tell them your story
 - Ask for tip
 - Ask for any requirement
9. Which of the following things will ensure that guest are satisfied all the time?
- Guest should be attended at every instance of their request
 - Guest should be assisted on their every query
 - Guest should be ignored when you are not in mood to interact
 - Both A & B
10. How should you communicate with your Guests?
- Rudely
 - As per your mood
 - Politely
 - None of the above
11. Modified American plan includes
- Two meals of the day + Room rent
 - One meal of the day = Room rent
 - Breakfast + Room rent
 - None of these
12. The place in a hotel where alcoholic beverages and snacks are served is
- Banquet
 - Lobby
 - Bar
 - Coffee shop

(B) State whether following statements are True or False

(05)

- Cashier is responsible for safety deposit locker.
- Escorting the guest to his room is the duty of Doorman.
- Hotel with more than 300 guest rooms are known as very large hotel.
- Dak bungalows is the example of alternative accommodations.
- Taj Mahal palace was built in the year of 1904.

(C) Match the Following pair

(05)

Column A

- a) VFR
- b) VITS hotel
- c) OYO
- d) Pent house Room
- e) Capsule hotel

Column B

- i. Top of the hotel
- ii. Ritesh Agarwal
- iii. Visiting family Relative
- iv. Japan
- v. Vitthal Kamat
- Vi. Ratan Tata

Q.2. Answer any two of the following

(15)

1. What do you mean by hospitality industry?
2. Write a note on Origin of Hospitality Industry.
3. Write a note on Tourism Industry.

Q.3. Answer any two of the following

(15)

1. Briefly discuss about various components of Travel and Tourism Industry.
2. Write a note on evolution and growth of hotel industry around the world.
3. Briefly discuss about grand tours.

Q.4. Answer any two of the following

(15)

1. Write a note on classification of hotels.
2. Briefly discuss about various types of hotels on the basis of location.
3. Write note on Alternate Accommodation.

Q.5. Answer any two of the following

(15)

1. Explain how hotels are classified on the basis of star category and discuss who are responsible for its categorization?
2. Classify hotels on the basis of level of services and ownership?
3. The classification of hotels is very important explain, and mention the different basis of classification of hotels?

Q.6 (A) Explain Co-ordination Between Front office department and Housekeeping Department.

(10)

(B) Why Hotels are important for economic and tourism growth?

(10)

OR

Q.6. Write Short Note any four of the following

(20)

1. Functions of House-keeping
2. Why people travel?
3. Write note on Form C.
4. Write a note on functions of bell desk.
5. What do you mean by guest complaints? Explain with examples.
6. Write a note on Meal Plans.