# HOSPITALITY MANAGEMENT

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***Maximum Marks: 70***
***Time Allowed: Three hours***
*(Candidates are allowed **additional 15 minutes** for **only** reading the paper.*
*They must **NOT** start writing during this time.)*

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*Answer all questions in **Section A**, **Section B** and **Section C**.*
***Section A** consists of **objective / very short answer** questions.*
***Section B** consists of **short** answer questions.*
***Section C** consists of **long** answer questions.*
*The intended marks for questions or parts of questions are given in brackets [ ].*

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## SECTION A - 14 MARKS

**Question 1**

(i)    Kiosk service at a hotel provides _____ facility to the guests.    [1]

   (a)    in-room dining

   (b)    instant check-in and check-out

   (c)    laundry

   (d)    transportation

(ii)    Which one of the following is an example of cloud computing?    [1]

   (a)    Saving official data on an external hard drive.

   (b)    Saving official data on a computer.

   (c)    Saving official data on Google drive.

   (d)    Saving official data on a mobile phone.

(iii)   In a hotel, concierge is a part of:    [1]

   (a)    Accommodation Operations.

   (b)    Front Office.

   (c)    Food and Beverage Service.

   (d)    Food Production.

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(iv)   The appropriate time to serve high tea in a hotel is between:                [1]

      (a)   02:00 p.m. – 04:00 p.m.

      (b)   06:00 a.m. – 07:00 a.m.

      (c)   03:00 p.m. – 05:00 p.m.

      (d)   08:00 a.m. – 10:00 a.m.

(v)    A guestroom with a large bedroom, a separate living room and a kitchen        [1]
facility is known as:

      (a)   King size room.

      (b)   Suite room.

      (c)   Double room.

      (d)   Studio room.

(vi)   State whether the following are True or False:                               [5]

      (a)   The primary function of a hotel is to provide lodging accommodation.

      (b)   The Front Office Manager is responsible for the décor of the hotel.

      (c)   HRACC is responsible for classification of hotels in the United Nations.

      (d)   The use of compact fluorescent bulbs promotes sustainability in a hotel.

      (e)   Kitchen area in a hotel is most prone to fire outbreak.

(vii)  List *any two* types of conceptual skills required to become a successful     [1]
Manager of a hotel.

(viii) What is a *sauce*?                                                           [1]

(ix)   Mention an appropriate phrase used by the hotel staff to welcome a guest.     [1]

(x)    List the *two* types of menus offered in the restaurant of a hotel.          [1]

## SECTION B - 28 MARKS

**Question 2** [4]

What is meant by *interpersonal skills* in the hospitality industry? Mention *two* interpersonal skills required to become an efficient hotel manager.

**Question 3** [4]

(i) Write a short note on the importance of leadership skills in relation to the hospitality industry.

**OR**

(ii) Briefly explain the benefits of language skills in the hospitality industry.

**Question 4** [4]

List *any four* important phrases used by a hotel staff while handling a reservation query for a guestroom.

**Question 5** [4]

Name and briefly explain the *four* stages of Guest Cycle in a hotel.

**Question 6** [4]

(i) Write a short note on sustainability. Give *any two* examples to show how hotels can promote sustainability.

**OR**

(ii) Write a short note on how hotels are benefitted by the use of social media.

**Question 7** [4]

Briefly explain *any four* benefits of cloud-based services used by a hotel.

**Question 8** [4]

State *any four* points highlighting the importance of safety and hygiene in the Kitchen section of a hotel.

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## SECTION C – 28 MARKS

**Question 9** [7]

Discuss the importance of customer care in hospitality industry. State *any four* ways in which a hotel can provide a 'wow' factor to its customers.

**Question 10** [7]

(i) Write *any seven* attributes of an Accommodation Operations personnel.

**OR**

(ii) Explain *any seven* ways to handle a guest's complaint in a hotel.

**Question 11** [7]

Explain the process of cleaning the elevators in a hotel.

**Question 12**

**Read the passage given below and answer the questions that follow.**

XYZ hotel is a reputed hotel located near the airport. Mr. Robert, a passenger of an airline, checked-in the XYZ hotel for six hours only as he had to catch another flight with the same airline. Since the reception was crowded, he decided to have his lunch first and check-in later. He requested a bell boy to keep his luggage in the cloak room and went to have his lunch. The bell boy forgot to hand over the luggage tag to Mr. Robert which is essential in identifying the luggage.

On his return, Mr. Robert asked for his luggage at the bell desk. The bell boy was unable to find the luggage without the tag. Mr. Robert got extremely angry and asked for the General Manager of the hotel.

(i) Under which category can the XYZ hotel be classified? [1]

(ii) In your opinion, who is responsible for misplacing the luggage in the above case? [1]

(iii) With reference to the above case, state the security tool that can help the hotel staff in finding the misplaced luggage. [1]

(iv) Name the *two* departments of the hotel that are directly involved in solving such problems. [2]

(v) Suggest *any two* ways by which the General Manager of the hotel can pacify Mr. Robert. [2]

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