

HOSPITALITY MANAGEMENT

Maximum Marks: 100

Time allowed: Two hours

Answers to this Paper must be written on the paper provided separately.

*You will **not** be allowed to write during the first 15 minutes.*

This time is to be spent in reading the question paper.

The time given at the head of this Paper is the time allowed for writing the answers.

Attempt all questions from Section A and any four questions from Section B.

The intended marks for questions or parts of questions are given in brackets [].

SECTION A (20 Marks)

(Attempt all questions from this Section.)

Question 1

Choose the correct answers to the questions from the given options. [20]

(Do not copy the questions. Write the correct answers only.)

- (i) The main objective of the hospitality industry is to:
- (a) cater to the needs of the customers (i.e. lodging and food).
 - (b) plan leisure trips only for recreation purpose.
 - (c) provide for necessity and luxury shopping.
 - (d) arrange for transportation of guests only.
- (ii) Which among the following napkin folds will best suit a formal business dinner?
- (a) Heart fold
 - (b) Rose fold
 - (c) Bow-tie fold
 - (d) Fan fold

This paper consists of 8 printed pages.

(iii) The annual vacation or the weekend getaway for some relaxation and fun activity is one of the primary purposes of tourism.

Which particular type of tourism is being referred to, in the statement above?

- (a) Personal travel
- (b) Leisure and recreation
- (c) Health tourism
- (d) Education tourism

(iv) Which of the following soft skills helps a front office manager in managing his/her day-to-day task efficiently and effectively:

- (a) Leadership Skill
- (b) Time Management
- (c) Decision Making
- (d) Problem Solving

(v) Which is an example of ‘Amenities’ from the following as a component of tourism?

- (a) Wi-fi and medicines
- (b) Taxi pick and drop service
- (c) Resort for a weekend getaway
- (d) Shopping

(vi) The mechanism with the help of which the machinery of tourism works is called:

- (a) Inbound tourism
- (b) Business tourism
- (c) Available package
- (d) 4 A’s of tourism

(vii) _____ are the type of hotels not assigned to a star category nor arranged according to any characteristics.

- (a) Independent
- (b) Commercial
- (c) Mid-market
- (d) Unclassified

(viii) An advantage of positive attitude in the hospitality industry:

- (a) Caring team with happy leader
- (b) Good communication with customers
- (c) Great professionalism
- (d) All the above

(ix) Working Knowledge of hospitality regulations and laws protects the business's reputation and avoids facing lawsuits, protests and negative publicity:

- (a) False
- (b) True
- (c) Only true for hotels and lodging places.
- (d) Only applicable for travel and tourism industry.

(x) A commercial organisation, operation of holidays and visits to places of interest is called:

- (a) Hotel
- (b) Hospitality management
- (c) Travel
- (d) Tourism

(xi) A _____ offers most luxurious premises, widest range of guest services, as well as swimming pool and sport and exercise facilities.

- (a) Casino hotel
- (b) Residential hotel
- (c) Luxury hotel
- (d) 5-star hotel

(xii) Selecting and planning menu, maintaining hygiene, cost control and budgeting is the role of:

- (a) Food and Beverages department
- (b) Food Production department
- (c) Sales and Marketing department
- (d) Human Resource department

(xiii) Food _____ and _____ Authority of India.

- (a) Hygiene, Safety
- (b) Security, Standards
- (c) Safety, Security
- (d) Safety, Standards

(xiv) Mixing for pastry, cakes, mashing potatoes, beating egg whites, mayonnaise, cream, mincing meat and vegetables can happen with the help of this kitchen equipment:

- (a) Food mixer
- (b) Potato peelers
- (c) Food slicers
- (d) Food choppers

- (xv) Main course is generally served in:
- (a) Full plate
 - (b) Soup plate
 - (c) Quarter plate
 - (d) Half plate
- (xvi) A _____ is a service in a hotel that washes and irons clothes for guests.
- (a) Laundry
 - (b) Linen control
 - (c) Guest and staff clothing care
 - (d) Spotting
- (xvii) A large apartment-like layout with separate living area, one or two bedrooms with attached bathrooms and/or powder rooms, a dining area as well with solid partition like a door is called:
- (a) Suite
 - (b) Double occupancy
 - (c) Cabana
 - (d) Studio room
- (xviii) A VIP guest checked in with his family and ordered for a sugar free juice in a hotel. Due to the senior staff being busy, a junior staff prepared the order of the VIP guest. He mistakenly added sugar to the juice and served the guest. The guest got extremely angry and complained to the Manager. Which department is responsible for the malfunction?
- (a) Food production
 - (b) Food and Beverage service
 - (c) Front office
 - (d) Housekeeping

(xix) Capital of France is:

- (a) Rome
- (b) Moscow
- (c) Berlin
- (d) Paris

(xx) The currency of Russia is:

- (a) Dollar
- (b) Rupiah
- (c) Ruble
- (d) Pound

SECTION B (80 Marks)

(Answer any four questions from this Section.)

Question 2

- (i) *A destination might boast of some beautiful waterfalls and yet remain unpopular among the tourists as there are no roads, rail or airport.* [5]
Identify the component of tourism and explain it with the help of an example related to a specific place of tourism.
- (ii) Name and explain *any one* type of Tourism with suitable examples. [5]
- (iii) Give *any five* common phrases used in the operational areas in the hospitality industry for meeting and greeting guests and explain its significance / purpose. [5]
- (iv) Why is confidence important for a hospitality personnel? (*Any five reasons*) [5]

Question 3

- (i) Why is ‘giving professional service’ considered important in the hospitality sector? (*Five reasons*) [5]
- (ii) Define the terms: [5]
- (a) Soft skills
- (b) Etiquette
- (iii) Describe *any five* functions of the Accommodation operations department of a hotel. [5]
- (iv) Give *any five* examples of important manners displayed by a hospitality personnel in their everyday working schedule and explain its significance. [5]

Question 4

- (i) Why is positive body language considered essential in the hospitality industry? [5]
- (ii) Name and explain the uses of *any five* types of crockery. [5]
- (iii) What are Heritage Hotels? [5]
- (iv) “.....*this fold is generally used to decorate tables in weddings and the colour chosen is usually red.*” Name the napkin fold. Also, give *any four* uses of napkins used for various occasions. [5]

Question 5

- (i) Define a ‘hotel’. Name *four* of its major operational departments. [5]
- (ii) Name and explain *any five* pieces of printed information on the label of a product. [5]
- (iii) List and elaborate on *any five* factors affecting the meal planning. [5]
- (iv) Define the term ‘Food groups’ with appropriate examples. [5]

Question 6

- (i) Explain *any five* behavioral patterns expected from the Food and Beverage personnel. [5]
- (ii) Explain *any five* precautionary measures adopted by hotels for fire safety. [5]
- (iii) What is FSSAI? Briefly explain with respect to Food hygiene. [5]
- (iv) Explain *any two* types of hotel rooms commonly found. [5]

Question 7

- (i) '*A change of climate often recommended by doctors for the recuperation of health, leads to a trip outside the usual place of residence.*' Mention the type of tourism referred to above and give reasons in support of the statement by explaining it with examples. [5]
- (ii) What is meant by a 'napkin' with respect to the Food and Beverages service area of a hotel? Describe the 'Fan fold'. [5]
- (iii) '*A new concept in hospitality accommodation that claims to work for environment protection and preservation.*' Identify and explain the type of accommodation with examples. [5]
- (iv) Briefly explain the Sales and Marketing department of a hotel. [5]