

Class 12 Home Science PYQ

HE2: Hospitality Management

CLASS 12 | HOME SCIENCE

CHAPTER 25 | PYQ

Hospitality Management

Board-style chapterwise practice for 2026-27
Guest service, front office, housekeeping and food service

GUEST CARE

FRONT OFFICE

PYQ REVISION

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Chapter-wise board-style practice for the 2026-27 syllabus. This pack is prepared from NCERT themes because the local chapterwise PYQ sheet has no Class 12 Home Science worksheet.

Source note: This is not a reproduced board-paper extract. It is a transparent NCERT-theme-based practice set covering hospitality management, guest satisfaction, front office, housekeeping, food and beverage service, hygiene, communication, teamwork and career skills.

Section	Marks	Count
Very Short Answer	1 mark	8
Short Answer	2 marks	6
Three-Mark Questions	3 marks	6
Long Answer	5 marks	4
Case-Based Practice	4 marks	3

Very Short Answer

1 mark

- 1 Define hospitality management.
- 2 What is meant by guest satisfaction?

- 3 Name one department in a hotel.
- 4 What is front office?
- 5 State one duty of housekeeping staff.
- 6 What is food and beverage service?
- 7 Name one quality required in hospitality staff.
- 8 What is reservation in hotel operations?

Short Answer

2 marks

- 1 Write two characteristics of the hospitality industry.
- 2 Mention two functions of the front office department.
- 3 Why is communication important in hospitality management?
- 4 Write two responsibilities of housekeeping in a hotel.
- 5 How does hygiene affect food and beverage service?
- 6 Mention two career opportunities in hospitality management.

Three-Mark Questions

3 marks

- 1 Explain three major departments involved in hotel operations.
- 2 Describe the importance of guest handling in hospitality services.
- 3 How do front office, housekeeping and food service departments work together?
- 4 Explain three personal qualities needed for a hospitality career.
- 5 Why are cleanliness, safety and service etiquette important in hospitality management?
- 6 Describe three steps that can improve guest satisfaction in a hotel.

Long Answer

5 marks

- 1 Discuss the meaning, scope and importance of hospitality management.
- 2 Explain the role of front office, housekeeping, food and beverage service and maintenance in hotel operations.
- 3 Describe how communication, grooming, hygiene, teamwork and problem solving influence hospitality service quality.

- 4 Analyse the career opportunities and professional skills required in hospitality management.

Case-Based Practice

4 marks

- 1 A hotel guest complains that the room is not ready and the staff is not responding clearly. Suggest four steps the hotel team should take.
- 2 A food service unit receives feedback about slow service and poor hygiene. Mention four corrective measures for better guest experience.
- 3 A student wants to enter the hospitality sector after Class 12. Explain four skills or qualities the student should develop.

Quick Revision Grid

Use before attempting the PDF

Hospitality Service Cycle

Use this map for hotel operations and guest handling answers

Reservation

booking, confirmation, guest record and arrival planning

Reception

welcome, registration, room allocation and information

Stay Service

housekeeping, food service, safety and quick response

Check-out

billing, feedback, farewell and service improvement

Strong answers connect service quality with guest satisfaction.

Topic	Must revise	Common error to avoid
Hospitality management	guest service, accommodation, food service and coordination	writing only hotel names
Front office	reservation, reception, registration, information and billing	forgetting guest communication
Housekeeping	cleanliness, room readiness, linen, safety and maintenance reporting	writing only sweeping and dusting
Food service	menu, hygiene, presentation, service etiquette and guest feedback	ignoring safety and sanitation
Career skills	grooming, language, teamwork, problem solving and patience	listing jobs without skills

Answer Writing Map

For 3 and 5 mark questions

Hospitality Answer Map**1****Identify the department: front office, housekeeping or food service****2****Add the service task and the guest need it supports****3****Mention communication, hygiene, grooming, teamwork and safety****4****Close with guest satisfaction, repeat business or professional image****Avoid listing departments only. Explain service flow and guest experience.**

- Start with the exact department, service situation or guest need in the question.
- Add the operational task such as reservation, room readiness, food service or billing.
- Mention communication, grooming, hygiene, teamwork, safety and quick response.
- Close with guest satisfaction, professional image, repeat business or service quality.