

HOSPITALITY MANAGEMENT

Maximum Marks: 100

Time allowed: Two hours

1. *Answers to this Paper must be written on the paper provided separately.*
 2. *You will **not** be allowed to write during the first 15 minutes.*
 3. *This time is to be spent in reading the question paper.*
 4. *The time given at the head of this Paper is the time allowed for writing the answers.*
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5. *Attempt **all** questions from **Section A** and **any four** questions from **Section B**.*
 6. *The intended marks for questions or parts of questions are given in brackets[].*

Instruction for the Supervising Examiner

Kindly read aloud the Instructions given above to all the candidates present in the Examination Hall.

This paper consists of 12 printed pages.

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) Who among the following, heads the *Accommodation Operations* department?

- (a) Floor supervisor
- (b) Desk manager
- (c) Public area supervisor
- (d) Executive housekeeper

(ii)



Identify the attribute shown in the image given above.

- (a) Positive attitude
- (b) Personal grooming
- (c) Politeness
- (d) Self-confidence

(iii) Which among the following is the capital of Canada?

- (a) Toronto
- (b) Ottawa
- (c) Vancouver
- (d) Quebec

(iv) Study the image given below and select the correct description.



- (a) Kitchen
- (b) Laundry
- (c) Banquet
- (d) Front desk

(v) In a hotel, the *Sales and Marketing* department usually works:

- (a) to get people to try new food.
- (b) to help people give feedback.
- (c) to promote the hotel and increase the revenue.
- (d) to make a menu.

(vi) Arrange the following phrases used by the staff of a hotel in the *correct order* of their use during the stay of a guest.

1. “Welcome to hotel XYZ.”
2. “Thank you, do visit us again!”
3. “May I assist you to your room, with the luggage?”
4. “Is there anything else you would like to order?”

- (a) 4, 3, 2, 1
- (b) 1, 3, 4, 2
- (c) 2, 3, 4, 1
- (d) 1, 2, 3, 4

(vii) Identify the type of napkin folding in the picture given below:



- (a) Bow tie napkin fold
- (b) Candle napkin fold
- (c) Fan napkin fold
- (d) Pocket napkin fold

(viii) Match the following.

- | | |
|--|--------------------|
| A. Getting experience and interacting with a new environment | 1. Intangible |
| B. Cannot be stored | 2. Unstable demand |
| C. Cannot be touched or seen | 3. Perishable |
| D. Influenced by seasonal, economic and political factors | 4. Psychological |
- (a) A-1, B-2, C-3, D-4
- (b) A-2, B-1, C-4, D-3
- (c) A-4, B-3, C-1, D-2
- (d) A-3, B-2, C-1, D-4

(ix) Hema is a part of the housekeeping team in a reputed hotel, which among the following comes under the responsibility of her department?

- (a) Recruitment
- (b) Hygiene
- (c) Check in
- (d) Plating

(x) What helps a consumer to know the nutritional value of a product?

- (a) Menu development
- (b) Meal planning
- (c) Food groups
- (d) Food label

- (xi) The importance of *positive attitude* is duly recognised in the hospitality industry as it leads to:
- (a) generous feedback
 - (b) healthy approach to situations
 - (c) increased sales and profit
 - (d) goal orientation
- (xii) Tourism is a _____ industry.
- (a) service
 - (b) security
 - (c) sales
 - (d) marketing
- (xiii) Which out of the following is **NOT** an example of Business tourism?
- (a) Putting up an exhibition in another State
 - (b) Collaborating with sponsors in a meeting
 - (c) Attending conferences and negotiations abroad
 - (d) Attending graduation ceremony in Oxford
- (xiv) Good knowledge of food groups helps to:
- (a) Serve guests better
 - (b) Cook correct portion size
 - (c) Plan balanced meals
 - (d) Cook delicious meals

(xv) Match the following:

- | | |
|-----------------------------|-----------|
| A. United States of America | 1. Rupee |
| B. Thailand | 2. Dollar |
| C. China | 3. Baht |
| D. India | 4. Yuan |

- (a) A-1, B-2, C-3, D-4
- (b) A-2, B-1, C-4, D-3
- (c) A-2, B-3, C-4, D-1
- (d) A-4, B-2, C-1, D-3

(xvi) Soft skills are particularly crucial in _____ jobs.

- (a) back-hand
- (b) customer based
- (c) mechanical
- (d) technical

(xvii) **Assertion (A):** A heritage hotel is a property built prior to 1950.

Reason (R): These hotels offer traditional cuisine of the area they are located in.

- (a) Both (A) and (R) are true and (R) is the correct explanation of (A).
- (b) Both (A) and (R) are true but (R) is not the correct explanation of (A).
- (c) (A) is true but (R) is false.
- (d) (A) is false but (R) is true.

- (xviii) Identify the component of tourism to which you relate the given image.



- (a) Transportation
 - (b) Lodging
 - (c) Activities
 - (d) Amenities
- (xix) Safety precautions against fire at a hotel do **NOT** include:
- (a) unattended flammable liquids
 - (b) exit maps in every room
 - (c) fire extinguishers on every floor
 - (d) regular mock evaluation drills
- (xx) **Statement 1:** Implementing an HACCP system requires that its prerequisite programmes and plans are implemented.
- Statement 2:** HACCP is a management system in which food safety is addressed through various programmes, plans and processes.
- (a) Statement 1 is true and Statement 2 is false.
 - (b) Statement 2 is true and Statement 1 is false.
 - (c) Statement 2 is the cause of Statement 1.
 - (d) Statement 1 and Statement 2 are independent of each other.

SECTION B (80 Marks)

(Answer **any four** questions from this Section.)

Question 2

- (i) Write *any five* complete polite sentences for each of the following situations: [5]
- (a) Handling guest reservation query
 - (b) Handling guest complaints
- (ii) 'Food and Beverage department is the second highest revenue generator of a hotel.' [5]
Write *any five* functions of this department.
- (iii) Identify the department which is also known as the *nerve centre of a hotel*. [5]
Briefly explain *any four* functions of this department.
- (iv) Write *any three* uses of a table napkin. Give *one* example each of a formal and [5]
an informal napkin fold.

Question 3

- (i) Suneeta works at a renowned hotel chain and is responsible for the guest check-in process. Throughout the peak season guests' wait-time during the check-in leads to many dissatisfied guests. [5]
- Keeping in mind the above situation, answer the following questions:
- (a) Which department has been mentioned above?
 - (b) What are the *two* main functions of this department?
 - (c) If you were in place of Suneeta, what *two* measures would you have taken to improve the situation?

- (ii) Write short notes on the benefits of the following in the hospitality industry: [5]
- (a) Self confidence
 - (b) Positive attitude
- (iii) Name *any five* types of tourism with an example for each. [5]
- (iv) Pratap is going to Goa to visit the ancient churches and Vartika is going to an institute in Goa to research underwater marine species. [5]
- (a) What kind of tourism Pratap and Vartika are practising?
 - (b) Give *any three* differences between the two types of tourism identified above by you.

Question 4

- (i) *SANDOX, a luxury aesthetically appealing upscale hotel of 90 rooms in a small town of Nepal, operates on the principle that we are all responsible for the protection of the environment. The hotel puts this into practice through the concept of 'creative-sustainability': creativity is used as a means of ensuring sustainability, whether in terms of economic viability, environmental responsibility, or social well-being.* [5]
- After reading the above information carefully, answer the following questions:
- (a) Classify the above hotel according to its type and mention *any two* services offered by the hotel.
 - (b) Do you think the decision of the management to make the hotel 'Green' is justified in the modern times? Give *three* reasons.
- (ii) Name *any five* types of unclassified hotels. [5]

- (iii) Mr. Kumar heads the *Food and Beverage department*. Describe *any five* attributes he desires in all the personnel of his department. [5]
- (iv) Write short notes on: [5]
- (a) Crockery
- (b) Cutlery

Question 5

- (i) Describe a Boutique hotel. Name *any four* major operational departments of a Boutique hotel. [5]
- (ii) Explain *any five* fundamentals of basic meal planning. [5]
- (iii) Explain the impact of etiquettes on the guests, in a hotel. [5]
- (iv) Name and briefly explain *any five* different types of rooms commonly available in a hotel. [5]

Question 6

- (i) What is the full form of FSSAI? Write *any four* reasons why it is important to follow the guidelines of FSSAI in a hotel. [5]
- (ii) Differentiate between the safety measures taken in a hotel and at home, with regard to fire hazards. [5]
- (iii) What is personal grooming? Mention *any three* grooming habits which must be practised by hospitality personnel. [5]

- (iv) Study the image given below and answer the questions that follow: [5]



Source: <https://edition.cnn.com>

- (a) Identify the component of tourism.
- (b) Explain the importance of this component in tourism development.
- (c) Give *any two* specific examples of the above component.

Question 7

- (i) *'Positive body language is the key to professionalism and workplace success.'* [5]
Explain.
- (ii) Why is reading a food label important? Name *any three* components of a food [5]
label.
- (iii) *Sagar requires treatment and is therefore travelling from Kerala to Changi [5]
General Hospital, Singapore for a cardiac surgery.*
 - (a) Sagar's visit to Singapore comes under which type of tourism?
 - (b) Explain this type of tourism.
 - (c) Give *any one* example for such type of tourism in India.
 - (d) If Sagar was instead in good health and was visiting Singapore beaches to relax, what kind of tourism would it be?
- (iv) Write the names of *any five* European countries with their capitals. [5]