

**Nagaland Board Class 12, 2026 Tourism Hospitality (Vocational)**  
**Question Paper**

<b>Time Allowed :3 Hours</b>	<b>Maximum Marks :70</b>	<b>Total questions :38</b>
------------------------------	--------------------------	----------------------------

**General Instructions**

**Read the following instructions very carefully and strictly follow them:**

1. The paper is divided into Section A and Section B.
2. Section A includes objective-type questions.
3. All questions in Section A are compulsory.
4. Section B includes short answer, and long answer type questions.
5. Answers must be written legibly within the word limit.
6. Use of unfair means or electronic devices is prohibited.
7. Follow the correct format and instructions for each section.

**Section - A**

**1. In Asli and Kelly's tiered structure of hospitality, the basic provision of food, drink, shelter and sanitation refers to**

- (A) service
- (B) hospitableness
- (C) sustenance
- (D) entertainment

---

**2. Which factor should be considered when choosing recreational facilities for children as tourist?**

- (A) Cost

- (B) Safety record
  - (C) Security measures
  - (D) Educational value
- 

**3. It refers to the many behaviours and routines that might assist in preserving one's health.**

- (A) Cleanliness
  - (B) Hygiene
  - (C) Exercise
  - (D) Safety
- 

**4. Slips, trips and falls, as well as exposure to dangerous machinery or equipment is an example of**

- (A) Physical hazard
  - (B) Ergonomic hazard
  - (C) Chemical hazard
  - (D) Natural hazard
- 

**5. The application of insecticides to rid an area of potentially dangerous insects or organisms is an example of**

- (A) Chemical control
  - (B) Biological control
  - (C) Physical control
  - (D) Ecological control
- 

**6. It is used to alert employees and emergency personnel to the presence of hazardous chemicals.**

- (A) Poison signs

- (B) Corrosive signs
  - (C) Warning signs
  - (D) Oxidiser signs
- 

**7. Which of the following is not a law that protects women's rights in the workplace in India?**

- (A) Equal Remuneration Act, 1976
  - (B) Sexual Harassment of Women at Workplace Act, 2013
  - (C) National Action Plan for Gender Equality
  - (D) Provision of Transport Facility
- 

**8. The application of insecticides to rid an area of potentially dangerous insects or organisms is an example of**

- (A) Chemical control
  - (B) Biological control
  - (C) Physical control
  - (D) Ecological control
- 

**9. Which of the following is not a law that protects women's rights in the workplace in India?**

- (A) Equal Remuneration Act, 1976
  - (B) Sexual Harassment of Women at Workplace Act, 2013
  - (C) National Action Plan for Gender Equality
  - (D) Provision of Transport Facility
- 

**10. The application of insecticides to rid an area of potentially dangerous insects or organisms is an example of**

- (A) Chemical control

- (B) Biological control
  - (C) Physical control
  - (D) Ecological control
- 

**11. It consists of the name box, sum, function etc.**

- (A) Menu bar
  - (B) Title bar
  - (C) Formula bar
  - (D) Status bar
- 

**12. In entrepreneurship, the capacity to take control and make decisions before others is known as**

- (A) initiative
  - (B) perseverance
  - (C) decisiveness
  - (D) positive attitude
- 

**Section - B**

**13. Briefly explain any two policies of the companies that need to be in place to prevent sexual harassment.**

---

**14. Mention two safety procedures for safe and clean handling of the accommodation area.**

---

**15. What is an inspection? State one safety measure to be taken during inspection.**

---

**16. Briefly explain any two varieties of amenities found in hotels.**

---

---

**17. Explain four ways to handle guest complaints in the hotel industry.**

---

**18. Who is a customer in hospitality industry? Explain any three customers in hospitality industry.**

---