

HOSPITALITY MANAGEMENT

Maximum Marks: 70

Time Allotted: Three Hours

Reading Time: Additional Fifteen minutes

Instructions to Candidates

1. You are allowed an **additional fifteen minutes** for **only** reading the question paper.
2. You must **NOT** start writing during the reading time.
3. This question paper has **7 printed pages and one blank page**.
4. It is divided into **three sections** and has **twelve questions** in all.
5. Answer **all** questions.
6. **Section A** has **ten subparts** which are very short answer questions. Each subpart carries 1 mark.
7. While attempting **Multiple Choice Questions** in Section A, you are required to **write only ONE option as the answer**.
8. **Section B** has **seven questions** which are short answer questions. Each question carries 4 marks.
9. **Section C** has **four questions** which are long answer questions. Each question carries 7 marks.
10. **Internal choices** have been provided in **two questions in Section B** and in **one question in Section C**.
11. The intended marks for questions are given in brackets [].

Instruction to Supervising Examiner

1. Kindly read **aloud** the Instructions given on page 1 to all the candidates present in the examination hall.
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SECTION A - 14 MARKS

Question 1

- (i) The management of Palace hotel plans to expand its business in next twenty years and open branches in many other cities. [1]
Identify the type of plan referred to above.
- (a) Annual plan
 - (b) Financial plan
 - (c) Perspective plan
 - (d) Short term plan
- (ii) Which one of the following softwares is NOT an example of P.M.S. used in a hotel? [1]
- (a) I.D.S. (Internet Distribution System)
 - (b) Maximo
 - (c) OPERA
 - (d) Amadeus
- (iii) What is a guestroom that consists of a bedroom and a kitchen facility called in a hotel? [1]
- (a) Cabana
 - (b) Suite room
 - (c) Studio room
 - (d) Efficiency room
- (iv) In a Food and Beverage service setup, pre-plated food service is also known as _____ [1]
- (a) American service
 - (b) Silver service
 - (c) Self-service
 - (d) Butler service

(v) A stock is a flavourful liquid prepared by chefs to add flavour to a dish. [1]
Which one of the following is the correct method of preparing a stock?

- (a) Simmering a soup for a long period
- (b) Simmering sauce for a long period
- (c) Preparing a batter of bones or vegetables
- (d) Simmering bones or vegetables for a long period

(vi) **Assertion:** Customer service is considered the backbone of the hospitality industry. [1]

Reason: Customer service is the only factor that makes a guest visit a hotel.

- (a) Both Assertion and Reason are true and Reason is the correct explanation for Assertion.
- (b) Both Assertion and Reason are true but Reason is not the correct explanation for Assertion.
- (c) Assertion is true and Reason is false.
- (d) Both Assertion and Reason are false.

(vii) State whether the following are True or False:

- (a) In a hotel, Organising denotes arranging of the resources such as staff, machinery and equipment for the smooth functioning of the hotel. [1]
- (b) Communication skill helps the hotel staff in providing better service to guests. [1]
- (c) The emerging trend of the use of social media by the guests can hamper the public image of a hotel. [1]
- (d) The profile of an Accommodation Operation (A.O.) personnel is the most sensitive one in a hotel. Hence, the personnel is required to be diplomatic and tactful while dealing with the guests. [1]
- (e) Elevators in a hotel do not come under the category of public area. [1]

- (viii) Ms. Saira booked a room in a hotel she used to frequently check-in. Due to a political meet being organised in the hotel, the hotel staff cancelled Ms. Saira's booking at the last minute for security reasons. She was informed of the cancellation by the receptionist at the time of check-in. [1]

Specify *any one* customer service strategy that the hotel should adopt to pacify Ms. Saira.

- (ix) Give *any two* examples of Interpersonal skills that a Manager should possess. [1]

- (x) Ms. Arti misplaced her luggage in the lobby of the hotel, which could not be found by the staff of the hotel. [1]

Which security tool can be used by the hotel staff to find the misplaced luggage of Ms. Arti?

SECTION B - 28 MARKS

Question 2 [4]

What is the full form of O.T.A.? State *any three* reasons to explain why customers prefer O.T.A.

Question 3 [4]

List *any four* safety and security measures to be followed by the hotels when a female guest checks-in.

Question 4 [4]

- (i) What is the full form of HRACC? Mention *any three* functions of HRACC.

OR

- (ii) What is the full form of UNWTO? Mention *any three* functions of UNWTO.

Question 5

[4]

Martin organised a party in the restaurant of a hotel. Being the host of the party Martin expected a wonderful service by the hotel for his guests. Unfortunately, the hotel staff delayed the delivery of the food items and also served them cold. Martin was deeply disappointed and approached the General Manager of the hotel.

List *any four* ways in which the General Manager of the hotel can pacify Martin.

Question 6

[4]

(i) Discuss E.P. as used by the hotels while booking a room.

OR

(ii) Discuss M.A.P. as used by the hotels while booking a room.

Question 7

[4]

List *any four* benefits of hotel classification systems.

Question 8

[4]

Name the types of meals served in a hotel. Explain *any two* of these meals.

SECTION C – 28 MARKS

Question 9

[7]

Discuss the concept of Meet, Greet and Seat followed in the restaurant of a hotel.

Question 10

[7]

(i) What is *restaurant-mise-en-place*? Mention *any five* steps involved in the process of *mise-en-place* in a restaurant.

OR

(ii) What are *food nutrients* and *allergens*? List *any five* nutrients.

Question 11

[7]

Enumerate *any seven* essential points that a chef should consider while preparing a soup.

Question 12

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

The Grand Plaza hotel, one of the oldest five-star hotels in the city, has been receiving negative reviews for the past one year. There has been a steady decline in the percentage of the occupancy of their rooms. The management of the hotel has realised the need for a comprehensive renewal to restore its reputation and attract customers.

- (i) Which department of the hotel is responsible for addressing and resolving the issue mentioned above? **[1]**
- (ii) In your opinion, what could be the reasons for the negative reviews of the hotel? **[3]**
- (iii) Suggest *any three* strategies that the hotel should adopt to restore its popularity. **[3]**