

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.***

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.

SECTION A (20 Marks)

(Attempt all questions from this Section.)

Question 1

Choose the correct answers to the questions from the given options.

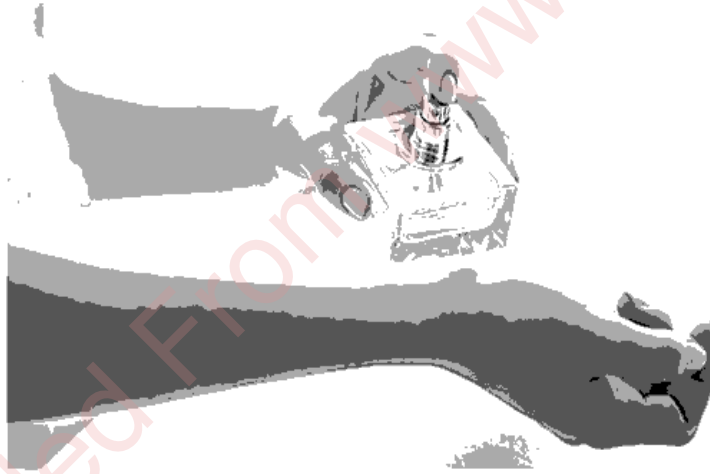
[20]

(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)



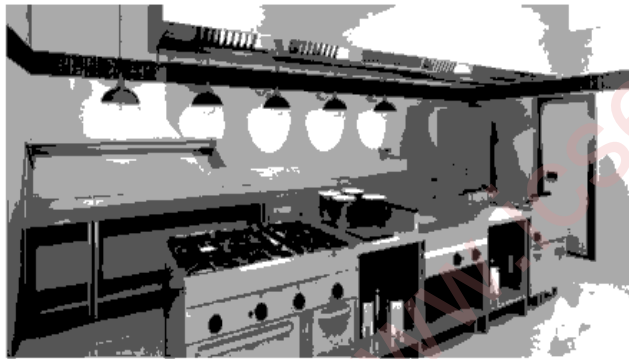
Identify the attribute shown in the image given above.

- (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 an informal napkin fold. [5]

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 label. [5]
- (iii) *Sagar requires treatment and is therefore travelling from Kerala to Changi General Hospital, Singapore for a cardiac surgery.* [5]
(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]