

2021

**Tourism & Hospitality (Vocational)**

Total marks : 50

Time : 2 hours

**General instructions :**

- i) *Approximately 15 minutes is allotted to read the question paper and revise the answers.*
- ii) *All questions are compulsory except Q. nos.18 to 23 where general option is given.*
- iii) *The question paper consists of 23 questions.*
- iv) *Marks allocated to every question are indicated against it.*

**N.B:** *Check that all pages of the question paper are complete as indicated on the top left side.*

1. **Choose the correct answer from the given alternatives:** **10x1=10**

- i. The crucial part to improve the quality of customer service in hospitality industry is the
  - (a) dressing of staff
  - (b) feedback and updated information books
  - (c) Front Desk
  - (d) Receptionist
- ii. As a guest in a hotel, everyone at the hotel including staff and other guests
  - (a) deserve respect and kindness
  - (b) deserve attention
  - (b) should be treated equally
  - (d) should be well informed
- iii. What does Swachata Abhiyan deal with?
  - (a) Sustainable development
  - (b) Cleanliness and hygiene
  - (c) Environmental protection
  - (d) Tourism development
- iv. Food safety hazards are divided into how many categories?
  - (a) One
  - (b) Two
  - (c) Three
  - (d) Four
- v. A friendly smile, spotless premises, and an attractive menu creates
  - (a) lasting impression
  - (b) attraction of restaurants
  - (c) attraction to guests
  - (d) a good first impression
- vi. Hey! How are you doing is a
  - (a) question
  - (b) greeting
  - (c) sentence
  - (d) gesture
- vii. We do things because they make us happy, healthy and feel good is an example of
  - (a) inspiration
  - (b) commitment
  - (c) external motivation
  - (d) internal motivation
- viii. Information that is available on every page at the bottom of a document is known as
  - (a) page number
  - (b) header
  - (c) title
  - (d) footer
- ix. What solution does an entrepreneur think of to serve the customer?
  - (a) Business idea
  - (b) Trade
  - (c) Profit making
  - (d) Market

- x) What is the main role of the government in a green economy?
  - (a) Making inventions
  - (b) Creating awareness
  - (c) Making policies
  - (d) Use new technologies

**Answer the following questions in one word or one sentence:**

- 2. What is hospitality according to the Oxford Dictionary? 1
- 3. Write any one etiquette and manner that should be followed when not on duty. 1
- 4. What does FSSAI stand for? 1
- 5. Mention any one safety precaution to be observed in any workplace. 1
- 6. Write any two safety practices for the kitchen. 1
- 7. What is meant by active listening? 1
- 8. What is communication skill? 1
- 9. Write any two ways to set goals. 1

**Answer the following questions in 20-50 words:**

- 10. What is service in the hospitality industry? 2
- 11. Mention any four categories of people that should be tipped upon arrival at a hotel. 2
- 12. Mention any two etiquettes and manners for hotel/ front office staff. 2
- 13. How is food quality evaluated? 2
- 14. Distinguish between hygiene and cleanliness. 2
- 15. Write any two procedures to handle equipment. 2
- 16. Write one action each that should be taken immediately inside and outside of the buildings when an earthquake strikes. 2
- 17. Write any two strategies to create good first impression of your business. 2

**Answer any four from the following questions in 60-100 words:**

- 18. Explain any four characteristics of the hospitality industry. 4
- 19. Explain any four types of PPE used in industry. 4
- 20. Explain any two categories of food safety hazards. 4
- 21. Explain any four different ways to communicate effectively in the workplace. 4
- 22. What is greeting? Explain the two types of greetings. 1+3=4
- 23. Explain the importance of planning for an entrepreneur. 4

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