

HOSPITALITY MANAGEMENT

Maximum Marks: 100

Time allowed: Two hours

Answers to this Paper must be written on the paper provided separately.

*You will **not** be allowed to write during the first **15** minutes.*

This time is to be spent in reading the question paper.

The time given at the head of this Paper is the time allowed for writing the answers.

*Attempt **all** questions from **Section A** and **any four** questions from **Section B**.*

The intended marks for questions or parts of questions are given in brackets [].

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) Budget hotels:
- (a) have architectural features and general construction with distinctive qualities.
 - (b) provides economical, comfortable clean rooms that are safe stay.
 - (c) their ambience is environment friendly.
 - (d) provides minimum amenities and services for a higher price than a regular hotel.

This paper consists of 8 printed pages.

- (ii) ORCHID, MUMBAI IN ASIA is an Ecotel. Choose a feature, which best defines ecotel, from the following:
- (a) which has passed a detailed inspection and satisfied stringent criteria set by guests.
 - (b) is a one-star hotel.
 - (c) which provides benefits to the environment through energy efficient practices.
 - (d) none of the above.
- (iii) Soft skills are:
- (a) textbook knowledge.
 - (b) professional degree.
 - (c) communication, conflict and time management, problem solving.
 - (d) knife skills.
- (iv) Hospitality management means:
- (a) planning of hotels.
 - (b) upkeep of spa and pools.
 - (c) accounting and budgeting.
 - (d) overseeing day to day administrative, operational and commercial activities of businesses like F&B, travel, accommodation, event management.
- (v) What is the main function of the Front desk of a hotel?
- (a) It is the first guest contact area-face of the hotel.
 - (b) It provides safety and security to the guests.
 - (c) It looks after the interior decoration of the hotel.
 - (d) It comprises of the Head Manager amongst others.

- (vi) Components of tourism are:
- (a) Attraction, Aerial, Accessibility and Allowance.
 - (b) Inbound travel, Accommodation, Accessibility and Outbound.
 - (c) Attraction, Accommodation, Accessibility and Amenities.
 - (d) Attraction, Accommodation, Activities and Accordance.
- (vii) Boarding and lodging also boosts tourism and contributes to the economy. This is described as:
- (a) Accommodation.
 - (b) Accessibility.
 - (c) Attraction.
 - (d) Amenities.
- (viii) Education tourism is:
- (a) Permanent shift of place for studies.
 - (b) A year contract of learning.
 - (c) Earning while learning.
 - (d) Travel for higher education.
- (ix) This department is the direct delegate to link the work and report the consequence to other departments.
- (a) Food and beverage.
 - (b) Finance.
 - (c) Front office.
 - (d) Sales and marketing.

- (x) A hotel is an establishment that provides:
- (a) paid lodging on a short-term basis.
 - (b) free supply of services.
 - (c) food and shopping facilities only.
 - (d) paid lodging permanently.
- (xi) The term “security” in hotels has several types like:
- (a) Physical aspects.
 - (b) Security of systems.
 - (c) Security of persons.
 - (d) All the above.
- (xii) A collection of foods that share similar nutritional properties or biological classifications is called _____.
- (a) Biological table
 - (b) Nutritive calculator
 - (c) Classification
 - (d) Food groups
- (xiii) _____ is a central depot or point for all hotel linen and from here the clean linen is distributed.
- (a) Linen room
 - (b) Laundry
 - (c) Dress room
 - (d) Changing room

- (xiv) Printed paper attached with a product, giving all information about the product, is called:
- (a) Label.
 - (b) Index.
 - (c) Packet.
 - (d) Package.
- (xv) _____ is a napkin fold where material used is generally red, yellow, white colour with black polka dots.
- (a) Bowtie fold
 - (b) Heart fold
 - (c) Candle fold
 - (d) Rose fold
- (xvi) Napkins used on tables for decor, before folding, should be:
- (a) clean, starched and pressed.
 - (b) only of black and white colours.
 - (c) used only for formal occasions.
 - (d) used for dinners only.
- (xvii) HACCP stands for Hazard Analysis and _____ Control Points.
- (a) Critical
 - (b) Careful
 - (c) Chronological
 - (d) Calorie

- (xviii) While selecting kitchen equipment, following should be considered:
- (a) Trade name, good quality, price.
 - (b) Simple design and ease of cleanliness.
 - (c) Capacity and purpose.
 - (d) All of the above.
- (xix) The capital of Germany is:
- (a) Canberra.
 - (b) Berlin.
 - (c) Rome.
 - (d) Paris.
- (xx) The currency of Italy is:
- (a) Euro.
 - (b) Rupiah.
 - (c) Pound.
 - (d) Dollar.

SECTION B (80 Marks)

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

Question 2

- (i) What is meant by label reading? How is it different from a label? [5]
- (ii) Explain the components in the different Food groups. [5]
- (iii) Explain the uses of *any five* kitchen equipment. [5]
- (iv) Explain the role of FSSAI in Food hygiene. (*Five points*) [5]

Question 3

- (i) Explain *any one* component of tourism with examples. [5]
- (ii) Mention the names and uses of *any five* types of glassware. [5]
- (iii) Differentiate between single and double occupancy rooms. (*Five points*) [5]
- (iv) Explain suites. [5]

Question 4

- (i) Explain *any five* attributes of Food and Beverage personnel. [5]
- (ii) Give the uses of *any five* types of cutleries. [5]
- (iii) Explain *any one* type of napkin fold in reference to its usage for different occasions, material and colour used. [5]
- (iv) What are Boutique hotels? [5]

Question 5

- (i) Why is etiquette important in the hospitality industry? [5]
- (ii) Discuss the term 'Laundry services' as provided by the hotels. [5]
- (iii) Define meal planning. Why is it important? (*Three points*) [5]
- (iv) Write the difference between home and hotels with respect to fire and electrical safety and security measures adopted by both. (*Five points*) [5]

Question 6

- (i) What is the importance of 'being friendly' and 'courteous' in the hospitality sector? [5]
- (ii) Define *polite speech*. Give *any three* English phrases used for meeting and greeting guests in the hospitality sector. [5]
- (iii) Discuss the importance of personal grooming for a hospitality personnel. [5]
- (iv) Discuss the functions of HACCP. (*Any five*) [5]

Question 7

- (i) Give the differences between Religion Tourism and Sports Tourism. (*Any five*) [5]
- (ii) Explain *any five* functions of the Food and Beverage department of a hotel. [5]
- (iii) Why is food hygiene important in the hospitality sector? (*Any five points*) [5]
- (iv) Explain *any five* precautionary measures adopted by hotels for electrical safety. [5]