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HS/XII/V/ToH/21

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TOURISM AND HOSPITALITY

(Vocational Course)

(Meet and Greet Officer)

Full Marks : 30

Time : 1 hour

The figures in the margin indicate full marks for the questions

General Instructions :

- (i) Write all the answers in the Answer Script.
- (ii) Attempt Section—A (Objective Questions) serially.
- (iii) Attempt all parts of a question together at one place.

SECTION—A

- 1.** Choose the most appropriate answer from the given options of the following (any *eight*): 1×8=8

(a) As a front desk executive at a hotel, what will you do if a customer has a query regarding a bill at the time when you are busy?

- (i) Not pay attention to the customer
- (ii) Keep the work aside and help the customer
- (iii) Continue doing your work while talking inattentively to the customer
- (iv) Ask the customer to talk to someone else

- (b) When is the best time to travel for a desert tour?
- (i) Aug–Oct
 - (ii) Nov–March
 - (iii) April–May
 - (iv) June–July
- (c) Which of the following is a barrier to active listening?
- (i) Noisy environment
 - (ii) Not maintaining an eye contact
 - (iii) Not being attentive
 - (iv) All of the above
- (d) In which State is Agra Fort situated?
- (i) Uttar Pradesh
 - (ii) Maharashtra
 - (iii) Odisha
 - (iv) Rajasthan
- (e) Which of the following is characterised by an extreme feeling of self-importance?
- (i) Narcissistic personality disorder
 - (ii) Borderline personality disorder
 - (iii) Dependent personality disorder
 - (iv) None of the above

(3)

- (f) What type of accommodation is more abundantly available at ski resorts?
- (i) Guesthouse
 - (ii) Resort
 - (iii) Chalets
 - (iv) Motel
- (g) Mona is helping her sister to overcome a personality disorder. What should she do?
- (i) Talk to her sister
 - (ii) Engage her in hobbies
 - (iii) Help her build confidence
 - (iv) All of the above
- (h) In which State is Kaziranga National Park situated?
- (i) Rajasthan
 - (ii) Assam
 - (iii) Meghalaya
 - (iv) Andhra Pradesh
- (i) What are the characteristics of an ideal message?
- (i) Clear
 - (ii) Concise
 - (iii) Accurate
 - (iv) All of the above

(4)

(j) Which State in India is famous for its snake boat race?

(i) Kerala

(ii) Madhya Pradesh

(iii) Tamil Nadu

(iv) West Bengal

(k) Jaanvi's children have grown up. They have a lot of clothes that are too small for them now. What should Jaanvi do with these old clothes?

(i) Throw them in the trash can

(ii) Burn them

(iii) Keep using them even though they are small

(iv) Donate them or make bags out of them

(l) In which year was the First Cricket World Cup held?

(i) 1975

(ii) 1980

(iii) 1977

(iv) 1979

(5)

SECTION—B

- 2.** Attempt very short answer-type questions from the following (any *four*) : 1×4=4

- (a) Define Green Jobs.
- (b) What do you understand by purpose of tourism?
- (c) Define SPA.
- (d) What do you understand by motivation?
- (e) Name the famous desert in India and its location.
- (f) Define sports tourism.

SECTION—C

- 3.** Attempt short answer-type questions of the following (any *three*) : 2×3=6

- (a) What is a snake boat race?
- (b) What are the various elements of communication cycle?
- (c) List down the four types of wellness activities.
- (d) What is the city of Jaisalmer famous for?
- (e) Write what you know about travel medical insurance?
- (f) How does World Tourism Organisation (WTO) define cultural tourism?

(6)

SECTION—D

4. Attempt long answer-type questions of the following (any *three*): 4×3=12

- (a) What are the documents required while applying for a visa for sports events?
- (b) State the benefits of green jobs.
- (c) What are the different types of activities that you can do in a desert?
- (d) What is stress and how to manage it?
- (e) What are the health benefits we acquire from wellness tourism?
- (f) Describe four cultural destinations in India, with their geography, history and culture.

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