

2020

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. no.18 to 23 where general option is given.*
- iii) *The question paper consists of 23 questions.*
- iv) *Marks allotted 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. It gives the tourist an opportunity to stay with the host family and learn about the place, culture, traditions and family.
 - (a) Resorts
 - (b) Inns
 - (c) Ecotels
 - (d) Homestays
- ii. This hotel department is responsible for the hiring, maintenance and exit of staff.
 - (a) Front Office
 - (b) Finance and Accounts
 - (c) Human Resource
 - (d) Sales and Marketing
- iii. Which of the following is a standard rate charged by a hotel from the guest?
 - (a) Group rate
 - (b) Rack rate
 - (c) Package rate
 - (d) Special rate
- iv. One of the oldest and most widely used traditional distribution channel acting as an intermediary in lodging industry is the
 - (a) Travel Agents
 - (b) Tour Operators
 - (c) Global Distribution System
 - (d) Concierge
- v. It is often referred to as the nerve centre of the Front Office.
 - (a) Information Centre
 - (b) Reservations
 - (c) Reception
 - (d) Travel Desk
- vi. Which of the following is found in non-automated and semi automated hotels?
 - (a) Key rack
 - (b) Information rack
 - (c) Room rack
 - (d) Voucher rack
- vii. Which of the following is not one of the five forbidden phrases?
 - (a) 'Just a second'
 - (b) 'I can't do that'
 - (c) 'You'll have to'
 - (d) 'Yes, I can'

- viii. Fire from wood, paper, linen and similar dry materials comes under
 - (a) Class A fire
 - (b) Class B fire
 - (c) Class C fire
 - (d) Class D fire
- ix. Which of the following is a major revenue generating department in a hotel?
 - (a) Laundry
 - (b) Food and Beverage
 - (c) Telephone
 - (d) Swimming pool
- x. In the communication process, the subject matter of the communication that is passed from the sender to the target audience is known as
 - (a) encoding
 - (b) channel
 - (c) message
 - (d) target

Answer the following questions in one word or one sentence:

- 2. What is Travel Desk? 1
- 3. What are rotels? 1
- 4. What is a resort? 1
- 5. Give any two examples of travel agents. 1
- 6. What does CCTV stand for? 1
- 7. Write any two security measures taken by hotels. 1
- 8. What is emergency key also known as? 1
- 9. What is the main duty of a concierge? 1

Answer the following questions in 20-50 words:

- 10. How is customer care an important service in hospitality industry? 2
- 11. Write any two objectives of the organizational structure of a hotel. 2
- 12. Mention any two hotels on the basis of theme and state the meaning of one of them. 1+1=2
- 13. Write any two functions of the distribution channel in a hotel. 2
- 14. What does 'hotel is a home away from home' mean? 2
- 15. How is PBX different from PABX? 2
- 16. Mention any four attributes of phone handling. 2
- 17. What are Key Cards known as? Name the equipment used in changing the codes of key. 1+1=2

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

- 18. Name any four major players in the Indian hotel industry. Explain any one of them. **2+2=4**

- 19. Define hospitality industry. Explain the two classifications of the hospitality industry. **1+3=4**

- 20. Discuss the procedures adopted for mail and message handling by the Front Desk staff. **4**

- 21. Mention any four each of professional manners and congenial natures of the Front Office staff. **2+2=4**

- 22. Write any four security measures for women travellers. **4**

- 23. Explain any two categories of star hotels based on facilities and services offered. **4**
