



2018 III 15

1000

Seat No. :

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Time : 2 Hours

**INTRODUCTION TO THE HOSPITALITY INDUSTRY  
(New Pattern)**

**Subject Code**

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|---|---|---|---|
| V | 3 | 5 | 6 |
|---|---|---|---|

Total No. of Questions : 5

(Printed Pages : 2)

Maximum Marks : 50

- INSTRUCTIONS:**
- Answer **each** question on a fresh **page**.
  - Write the number of **each** question and sub-question **clearly**.
  - All** questions are **compulsory**.
  - Figures to the **right** indicate **full** marks.
  - The question paper consist of **05** Units of **04** questions **each**.
  - Answer question no. **1** of **each** Unit in about **02** words.
  - Answer question no. **2** of **each** Unit in about **30** words.
  - Answer question no. **3** of **each** Unit in about **50** words.
  - Answer question no. **4** of **each** Unit in about **100** words.

UNIT – I

- 1.1) Department which maintains guest alphabetical index rack [01]
- 1.2) State any four advantages of a reservation form. [02]
- 1.3) Explain the three types of registration processes. [03]
- 1.4) Explain with examples, the different types of complaints received at the front office from the in-house guest of a hotel. [04]

OR

- 1.4) Write any eight qualities a front office staff need to possess.

UNIT – II

- 2.1) A section in the housekeeping department which stores all guest articles that are missing or forgotten by the guest [01]
- 2.2) What is Left Luggage ? [02]



- 2.3) Explain the process of paging an in-house guest in the hotel using the Public Address System and Bell-desk. [03]
- 2.4) The Housekeeping staff needs to be well-groomed and hygienic. Elaborate. [04]

### UNIT – III

3. 3.1) A restaurant which is meant for dancing on recorded music [01]
- 3.2) What is a floor Pantry ? [02]
- 3.3) Sketch the layout of the Housekeeping Department. [03]
- 3.4) Explain the following types of services : [04]
- 1) English Service
  - 2) Silver Service.

OR

- 3.4) Explain Formal Banqueting.

### UNIT – IV

4. 4.1) A commercial establishment committed to the sale of food and beverage [01]
- 4.2) How is catering undertaken inflights ? [02]
- 4.3) Draw the process flow of the room service order. [03]
- 4.4) As a bar tender, how will you set the bar before the arrival of the guest. [04]

### UNIT – V

5. 5.1) A substitute added to stews and gravies to darken them [01]
- 5.2) State the role played by “Sous Chef” and “Chef-de-Cuisine” in a large kitchen. [02]
- 5.3) Explain any three types of Menu. [03]
- 5.4) Explain the functioning of the kitchen stewarding department of a large hotel. [04]