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Time : 2 Hours

**INTRODUCTION TO THE  
HOSPITALITY INDUSTRY**

**Subject Code**

V	4	3	5	6
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**Total No. of Questions : 23**

**(Printed Pages : 4)**

**Maximum Marks : 50**

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**INSTRUCTIONS :** (i) There are *four* sections in the question paper (A, B, C and D) consisting of **23** questions.

(ii) **Section A :** Q. Nos. **1** to **4** are Multiple Choice Questions.  
Q. Nos. **5** and **6** : Answer in a word, phrase or figure  
Q. Nos. **7** and **8** : Answer in *one* sentence.

**Section B :** Q. Nos. **9** to **14** : Answer in about 15 words.

**Section C :** Q. Nos. **15** to **20** : Answer in about 30 words.

**Section D :** Q. Nos. **21** to **23** : Answer in about 50-70 words.

(iii) Attempt all the questions, however, internal choice is given for question numbers **20** and **23**.

(iv) Write the number of each question clearly on the answer-book.

(v) Figures to the right indicate marks allotted to each question.

**Section A**

1. Which of the following is an advantage of a registration card ? 1
- It acts as a prompt sheet
  - It acts as a C form
  - It acts as a running check in progress
  - It acts as a permanent record

2. The hotels largest margin of profit comes from which section in the hotel : 1
  - Restaurants
  - Room sales
  - Banquet functions
  - Shopping centre
  
3. A restaurant offering continental food with elaborate service. 1
  - Speciality Restaurant
  - Coffee shop
  - Continental restaurant
  - Take away
  
4. A pre-plated service offered to guest in the restaurant. 1
  - Russian service
  - French service
  - Gueridon service
  - American service
  
5. A system of communication used in the hotel which goes via the telephone operator. 1
  
6. A unit which keeps special plants to beautify the hotel premises. 1
  
7. State the procedure for left luggage in the hotel. 1
  
8. Why should the housekeeping department coordinate with the stores in the hotel ? 1

### Section B

9. Explain the centralised reservation system used for hotel booking. 2
10. Mention any *four* practices for a professional and hygienic appearance in the food and beverage department. 2
11. Explain the catering services provided in the aircraft. 2
12. Differentiate between service bar and public bar. 2
13. State any *four* functions performed by the kitchen stewarding department in a hotel. 2
14. Explain the following culinary terms : 2
  - Raita
  - Marinade
  - Browning
  - Croutons.

### Section C

15. As a receptionist in a starred hotel. How would you handle the registration process for a walk-in guest, if rooms are available for sale ? 3
16. Explain the procedure to page an in-house guest using the bell desk and telephone system. 3
17. Sketch the model layout of the housekeeping department in a hotel. 3
18. Differentiate between semi-formal and in-formal banqueting in the hotel. 3

19. Explain the role of the following chef in the food production department of a hotel : 3
- Chef Saucier
  - Chef de Partie
  - Chef Garde Manger
20. Explain any *three* types of menus offered in the restaurants. 3

*Or*

Explain the following sections in a large hotel :

- Still room
- Pantry
- Grill room.

#### **Section D**

21. Explain the use of the following documents in the front office department of a hotel : 4
- Arrival departure register
  - Arrival notification slip
  - Guest folio
  - Guest history record.
22. State any *eight* duties the bartender has to perform before opening the bar for the guest in the hotel. 4
23. As a housekeeping staff, how will you maintain the standard of grooming and personal hygiene in the hotel. 4

*Or*

You are offered the following positions in the housekeeping department of the hotel. Explain your job role :

- Assistant housekeeper
- Housemen
- Chamber maid
- Floor supervisor.