

HOSPITALITY MANAGEMENT

Maximum Marks: 70

Time Allowed: Three Hours

*(Candidates are allowed **additional 15 minutes** for **only** reading the paper.
They must **NOT** start writing during this time.)*

*Answer all questions in **Section A**, **Section B** and **Section C**.*

***Section A** consists of **objective / very short answer** questions.*

***Section B** consists of **short answer** questions.*

***Section C** consists of **long answer** questions.*

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

SECTION A - 14 MARKS

Question 1

- (i) A hotel near railway station in a city provides instant check-in and check-out service to its guests. Identify the type of service provided by the hotel. [1]
- (a) American Service
 - (b) Kiosk Service
 - (c) Recreational Service
 - (d) Self Service
- (ii) Which one of the following enables a customer to reserve a room directly without any assistance from the hotel? [1]
- (a) Booking a room through a reservation agent
 - (b) Booking a room through a sales executive
 - (c) Booking a room through cloud-based service
 - (d) Booking a room through a phone call

- (iii) Which one of the following departments in a hotel is responsible for making flower arrangement in the lobby? [1]
- (a) Accommodation Operations.
 - (b) Front Office.
 - (c) Food and Beverage Service.
 - (d) Food Production.
- (iv) The appropriate time to serve lunch in a hotel is between: [1]
- (a) 02:00 p.m. – 04:00 p.m.
 - (b) 02:30 p.m. – 04:30 p.m.
 - (c) 12:00 p.m. – 03:00 p.m.
 - (d) 11:00 a.m. – 02:00 p.m.
- (v) A guestroom with a large bedroom, a separate living room and a kitchen facility is known as: [1]
- (a) King size room.
 - (b) Suite room.
 - (c) Double room.
 - (d) Studio room.
- (vi) State whether the following are True or False: [5]
- (a) The primary function of a hotel is to provide laundry service to its guests.
 - (b) The Executive Housekeeper is responsible for the décor and the maintenance of the back area of the hotel.
 - (c) HRACC is responsible for providing star ratings to the hotels in India.
 - (d) Ikebana is an art of arranging flowers in a manner that displays the idea of harmony.
 - (e) In a hotel, a room with double bed and a room with twin bed imply the same.

(vii) **Assertion:** In recent times, there has been a surge of compact fluorescent bulbs in hotels instead of incandescent lights. [1]

Reason: The use of compact fluorescent bulbs saves energy and promotes sustainable tourism.

- (a) Both Assertion and Reason are true, and Reason is the correct explanation for Assertion.
- (b) Both Assertion and Reason are true, but Reason is not the correct explanation for Assertion.
- (c) Assertion is true and Reason is false.
- (d) Both Assertion and Reason are false.

(viii) A VIP guest from France arrives at a hotel in a metropolitan city in India. He is unable to speak and understand the local language. [1]

Which interpersonal skill is required by the hotel staff to handle this situation and provide best services to this guest?

- (ix) Mention an appropriate phrase used by the hotel staff to welcome a guest. [1]
- (x) Ms. John has built a luxury hotel with 150 rooms in it. She wants to get a five-star rating for her hotel. Name the committee in India that Ms. John can approach to get a five-star rating. [1]

SECTION B - 28 MARKS

Question 2 [4]

Briefly discuss how *rapport building* can be beneficial in the hospitality industry.

Question 3 [4]

Write a short note on the importance of leadership skills in relation to the hospitality industry.

Question 4 [4]

- (i) List *any four* important phrases used by a hotel staff while handling a reservation query for a guestroom.

OR

- (ii) Write a short note on the significance of Security in a hotel.

Question 5 [4]

Ms. Ritu is a regular guest at a hotel. She checked-in on a weekend and ordered her favourite soup. On receiving the soup, she noticed a piece of packaging paper in the bowl. Ms. Ritu immediately complained to the Manager about this.

If you were the Manager of the hotel, how would you have handled Ms. Ritu's complaint. Briefly explain *any four* ways in which you would have tackled the situation.

Question 6 [4]

(i) With the help of *two* suitable examples, explain how a hotel can create a WOW factor for its customers.

OR

(ii) Write a short note on how hotels are benefitted by the use of social media.

Question 7 [4]

Briefly explain *any four* benefits of cloud-based services used by a hotel.

Question 8 [4]

State *any four* points highlighting the importance of Knife skills in the Kitchen section of a hotel.

SECTION C – 28 MARKS

Question 9 [7]

Standard Operating Procedure (SOP) of a restaurant prescribes the sequence of activities to be followed by the staff working in the restaurant. With reference to this statement, discuss *restaurant service sequence*.

Question 10 [7]

(i) Write *any seven* attributes of an Accommodation Operations personnel.

OR

- (ii) Write a short note on Planning and Control Desk of Accommodation Operations. Mention *any three* records maintained by the Housekeeping staff for the smooth functioning of the hotel.

Question 11

[7]

Briefly explain *menu planning*. How can menu planning prevent wastage of food in a hotel?

Question 12

Read the passage given below and answer the questions that follow.

XYZ hotel is a reputed hotel located near the airport. Mr. Robert, a passenger of an airline, checked-in the XYZ hotel for six hours only as he had to catch another flight with the same airline. Since the reception was crowded, he decided to have his lunch first and check-in later. He requested a bell boy to keep his luggage in the cloak room and went to have his lunch. The bell boy forgot to hand over the luggage tag to Mr. Robert which is essential in identifying the luggage.

On his return, Mr. Robert asked for his luggage at the bell desk. The bell boy was unable to find the luggage without the tag. Mr. Robert got extremely angry and approached the Manager of the hotel. He asked for the General Manager of the hotel to lodge a formal complaint.

- (i) Under which category can the XYZ hotel be classified? [1]
- (ii) In your opinion, who is responsible for misplacing the luggage in the above case? [1]
- (iii) With reference to the above case, state the security tool that can help the hotel staff in finding the misplaced luggage. [1]
- (iv) If you were the Front Office Manager of the hotel, how would you have pacified Mr. Robert and prevented the matter from being raised to the General Manager? [4]