

Total No. of Printed Pages—6

25/VC/TR&H

2 0 2 5

TOURISM AND HOSPITALITY

(Vocational Course)

Full Marks : 30

Time : 1 hour

The figures in the margin indicate full marks for the questions

SECTION—A

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

(a) _____ is the main source of revenue for any hotel.

(i) Room rent

(ii) Event spaces

(iii) Leisure facilities

(iv) Food and beverage

(b) The Sanskrit phrase 'Atithi Devo Bhava' means

(i) Salute you

(ii) The guest is God

(iii) Good day

(iv) See you soon

(2)

(c) Supply of outside air into or the removal of inside air from an enclosed space is called as

(i) venting fire

(ii) ventilation

(iii) fire drill

(iv) None of the above

(d) During processing, food can get contaminated because of

(i) workers

(ii) equipments

(iii) packaging materials

(iv) All of the above

(e) Communication that flows from subordinates to superiors is

(i) informal communication

(ii) horizontal communication

(iii) upward communication

(iv) downward communication

(3)

- (f) What is the aim of entrepreneurship?
- (i) Earn profit
 - (ii) Solve customers' need innovatively
 - (iii) Both of the above
 - (iv) None of the above
- (g) What is the colour code for organic waste?
- (i) Blue
 - (ii) Green
 - (iii) Red
 - (iv) Yellow
- (h) The two major components of hospitality industry are accommodation and
- (i) food and beverage
 - (ii) event management
 - (iii) travel agency
 - (iv) attractions

(4)

(i) Selling products and services directly to the end user is known as

(i) channel sales

(ii) retail

(iii) wholesale

(iv) None of the above

(j) As an entrepreneur, you should be

(i) creative

(ii) hardworking

(iii) decision maker

(iv) All of the above

SECTION—B

2. Answer very short answer-type questions of the following
(any four) : 1×4=4

(a) Define hospitality.

(b) What is a market?

(5)

- (c) Define the shelf life of food.
- (d) What is the full form of FSSAI?
- (e) Explain the term 'complaint'.
- (f) What is a brand?

SECTION—C

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

- (a) Define the term 'PPE'.
- (b) What is the role of food and beverage staff in hospitable conduct?
- (c) What is Village Haat?
- (d) Explain how hesitation in communication can be removed or minimized.
- (e) Differentiate between social etiquette and telephone etiquette.
- (f) Describe customer satisfaction.

(6)

SECTION—D

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

- (a) Write the job profile of a Food and Beverage personnel.
- (b) Explain the methods of removal of waste from food and beverage counters.
- (c) Write a short note on the role of English language in hospitality industry.
- (d) Describe various methods of sales.
- (e) Write the importance of HACCP and FSSAI in the hotel industry.
- (f) List down some common entrepreneurship activities related to society.

★ ★ ★