

Total number of printed pages : 2

NB-T/T&H(V)

2021

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. nos.18 to 23 where general option is given.*
- iii) *The question paper consists of 23 questions.*
- iv) *Marks allocated 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. Which of the following is a type of non formal greeting?
 - (a) Hello
 - (b) Good morning
 - (c) What's up?
 - (d) Hi
- ii. Dressing and grooming are important because they help us to look
 - (a) smart
 - (b) intelligent
 - (c) wiser
 - (d) comfortable
- iii. To connect to the internet, the computer has to be connected to the
 - (a) Internet Society
 - (b) Internet Architecture
 - (c) Internet Service Provider
 - (d) Large Area Network
- iv. What does conservation of energy mean?
 - (a) Using energy efficiently
 - (b) Banning the use of energy
 - (c) Promoting power plants
 - (d) Excess energy usage
- v. It is the backbone of the travel industry and play an important role for the growth of tourism sector.
 - (a) Public service
 - (b) Laundry service
 - (c) Customer care
 - (d) Booking service
- vi. Which of the following is an etiquette for hotel/front office staff?
 - (a) Keeping hands in the pocket
 - (b) Always greeting guests and colleagues with a smile
 - (c) Lean on the counter when dealing with guests
 - (d) Play with hair and jewellery while talking
- vii. The full form of IPR is
 - (a) International Public Rights
 - (b) Intellectual Public Rights
 - (c) Individual Property Rights
 - (d) Intellectual Property Rights
- viii. A state of being free of dirt and germs.
 - (a) Grooming
 - (b) Hygiene
 - (c) Cleanliness
 - (d) Health
- ix. It is one of the biggest causes of injuries on the job.
 - (a) Power play
 - (b) Horseplay
 - (c) Accidents
 - (d) Game play

- x. Which of these is an important component of effective communication?
 - (a) Oral communication
 - (b) Visual communication
 - (c) Non-verbal communication
 - (d) Written communication

Answer the following questions in one word or one sentence:

- 2. What does positive thinking require? 1
- 3. What is grooming? 1
- 4. Who will be willing to accommodate even the most finicky guest? 1
- 5. What does forgery of trademark mean? 1
- 6. What is a trade name? 1
- 7. What is side work checklist? 1
- 8. Mention one safety practice to avoid kitchen accident. 1
- 9. Define communication skills in the context of hospitality industry. 1

Answer the following questions in 20-50 words:

- 10. Write the two types of greeting. 2
- 11. Differentiate between product and service-based business. 2
- 12. What is meant by two-way communication? 2
- 13. List the four types of IP protection for business. 2
- 14. What is intellectual property? Give two examples of creations that are regarded as IP. 1+1=2
- 15. Why is PPE critically important? 2
- 16. State any two tips to effectively communicate over the telephone. 2
- 17. Mention any four skills needed for effective communication at work. 2

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

- 18. What is a question? Briefly explain the two basic types of questions. 1+3=4
- 19. Explain four characteristics of the hospitality industry. 4
- 20. Mention any four etiquettes/ manners required for hotel staff. 4
- 21. Define IPR. Describe the history of IPR. 1+3=4
- 22. What is good labeling? Write any six information required on the label. 1+3=4
- 23. Describe the hotel evacuation procedures for fire and earthquake. 2+2=4
