

2022

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 to ensure 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. On which side of the guest should a waiter walk?
 - (a) On the left hand side
 - (b) On the right hand side
 - (c) Behind
 - (d) In front
- ii. The United Nations adopted the Universal Declaration of Human Rights on
 - (a) 1st December, 1948
 - (b) 5th December, 1948
 - (c) 10th December, 1948
 - (d) 20th December, 1948
- iii. Cartoon is an intellectual property that falls under the domain of
 - (a) Copyright
 - (b) Trademarks
 - (c) Patent
 - (d) Industrial design
- iv. Swachata Abhiyan revolves around
 - (a) food safety
 - (b) eco-friendly project
 - (c) safe waste disposal
 - (d) cleanliness and hygiene
- v. Personal Protective Equipment is used for
 - (a) public safety
 - (b) commercial service
 - (c) health or safety risk
 - (d) professional development
- vi. Understanding and sharing the emotions of others is related to
 - (a) friendliness
 - (b) sympathy
 - (c) kindness
 - (d) empathy
- vii. Which of the following is **not** an element of the communication process cycle?
 - (a) Time
 - (b) Channel
 - (c) Receiver
 - (d) Sender
- viii. What makes a person complete a work or studies without being cheered?
 - (a) Self confidence
 - (b) Self motivation
 - (c) Self esteem
 - (d) Self discipline
- ix. The short cut key to copy a file is
 - (a) Ctrl + c
 - (b) Ctrl + p
 - (c) Ctrl + v
 - (d) Ctrl + x
- x. Which of the following is a renewable source of energy?
 - (a) Wood
 - (b) Solar
 - (c) Coal
 - (d) Petroleum

Answer the following questions in one word or one sentence:

- 2. List any two facial expressions that should be followed while interacting with guests. 1
- 3. What is zero tolerance policy against sexual harassment? 1
- 4. What is a trade secret? 1
- 5. What are occupational hazards? 1
- 6. State any two eye protective equipments. 1
- 7. What are non verbal cues in a communication? 1
- 8. What does 'R' and 'T' stand for in the SMART goal setting? 1
- 9. What is sustainable development? 1

Answer the following questions in 20-50 words:

- 10. What is English Service in F&B service? 2
- 11. What is sexual harassment in work place? 2
- 12. Mention any two transportation facilities available in relation to women safety at work place. 2
- 13. What is copyright? Give any two examples. 1+1=2
- 14. Write any two benefits of protecting and promoting IPR. 2
- 15. What are barriers in communication? List any two forms of barriers in communication. 1+1=2
- 16. State any two ways to create a good first impression of your business. 2
- 17. Mention any four personality traits of successful entrepreneurs. 2

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

- 18. Briefly explain any four roles of service in the hospitality industry. 4
- 19. Explain any four table manners. 4
- 20. Explain the four types of IP protection for business. 4
- 21. Write any four work place hygiene practices. 4
- 22. What is general safety? Write any three safety precautions to be observed in a work place. 1+3=4
- 23. Briefly explain any four ways to communicate effectively in the work place. 4
