

Total number of printed pages : 2

NB-T/T&H(V)/1

2024

Tourism & Hospitality (Vocational)

Total marks : 50

Time : 2 hours

General instructions :

- i) *Approximately 10 minutes is allotted to read the question paper and revise the answers.*
- ii) *All questions are compulsory.*
- iii) *The question paper consists of 21 questions.*
- iv) *Marks allocated to every question are indicated against it.*
- v) *Write the correct question number in your answer sheet to indicate the option being attempted.*

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. What kind of software seems to be useful in the beginning, but will cause damage to the computer once installed?
 - (a) Virus
 - (b) Malware
 - (c) Trojan Horse
 - (d) Spam
- ii. It is the most important skill to keep one's actions on track for the successful completion of the task at hand.
 - (a) Discipline
 - (b) Organizational skills
 - (c) Multitasking ability
 - (d) Communication skills
- iii. Interacting with one another in a consistent manner comes under the primary goal of
 - (a) Environmental protection
 - (b) Cultural diversity
 - (c) Economic growth
 - (d) Social inclusion
- iv. Which of the following is **not** a tool to get feedback from customers?
 - (a) Feedback forms
 - (b) Interviews
 - (c) Questionnaires
 - (d) Reporting hierarchy
- v. The host-guest relationship is referred to as
 - (a) relationship toll
 - (b) customer management
 - (c) hospitality
 - (d) CRM
- vi. The modern business protocol is seen as
 - (a) gender neutral
 - (b) gender equality
 - (c) gender sensitivity
 - (d) gender disparity
- vii. Works of literature, drama, music or art as well as cinematic and audio-visual works are all protected by
 - (a) patent
 - (b) copyright
 - (c) trademarks
 - (d) trade secrets
- viii. It often refers to the policies and practices used during food production, packing, transportation and serving.
 - (a) Food safety
 - (b) Food protection
 - (c) Food hygiene
 - (d) Food sanitation

- ix. Hazards that causes falls, slips and trips are considered as
 - (a) physical hazards
 - (b) safety hazards
 - (c) ergonomic hazards
 - (d) accidental hazards
- x. A printed list of many dishes that may be ordered at a restaurant is known as
 - (a) booking
 - (b) tip
 - (c) menu
 - (d) toppings

Answer the following questions in one word or one sentence:

- 2. State any two factors considered to be sources of stress in modern times. **1**
- 3. What is a folder? **1**
- 4. Define customer feedback. **1**
- 5. What is sexual harassment? **1**
- 6. What is meant by copyright infringement? **1**
- 7. Mention any two guidelines for maintaining floor safety. **1**
- 8. Write two main principles of sustainable development. **1**
- 9. List any one reason to justify why English language is essential in hospitality industry. **1**

Answer the following questions in 20-50 words:

- 10. Briefly explain any two factors that causes communication barriers. **2**
- 11. What are Standard Operating Procedures? Why is it needed in restaurant? **2**
- 12. Write any two myths about entrepreneurship. **2**
- 13. Who is a customer? Write one reason why customer is important in hospitality industry. **1+1=2**
- 14. Suggest two ways to accomplish workplace gender equality. **2**
- 15. Differentiate between patent and copyright. **2**
- 16. Mention any two ways of handling waste bin or trash can. **2**
- 17. What are physical hazards? Give two examples. **1+1=2**

Answer the following questions in 60-100 words:

- 18. a) Write any four hospitable conducts required while dealing with a guest. **4**
Or
- b) Write any four facilities that should be provided by the companies for the safety of female employees to travel at night.
- 19. a) Explain the LAST compliant plan to handle and control a complaint. **4**
Or
- b) Explain briefly any four benefits of effective communication among colleagues in hospitality industry.
- 20. What is Intellectual Property Right (IPR)? State any three objectives of IPR. **1+3=4**
- 21. Mention any four key duties of the Food Safety and Standards Authority of India (FSSAI). **4**
