

2025

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. The question paper consists of 21 questions.*
- iii) *Marks allocated to every question are indicated against it.*
- iv) *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. One of the social factors which influences customer choice and preference is
 - (a) Social class system
 - (b) Family
 - (c) Beliefs
 - (d) Lifestyle
- ii. The formal standards of proper or polite behaviour in society, among members of a specific profession, or in a particular field of activity is known as
 - (a) Conduct
 - (b) Mannerism
 - (c) Behavior
 - (d) Etiquette
- iii. The Maternity Benefits Acts of 2017 provides maternity leave of
 - (a) 12 weeks
 - (b) 15 weeks
 - (c) 26 weeks
 - (d) 36 weeks
- iv. The intangible creations are known as
 - (a) Intellectual property
 - (b) Copyright protection
 - (c) Industrial designs
 - (d) Trade secret
- v. Which of the following is a cultural method of pest control employed in food and beverage sector?
 - (a) Sticky boards
 - (b) Fly papers
 - (c) Mulching
 - (d) Traps
- vi. It is a detailed guide on how to perform work safely.
 - (a) Hazard analysis
 - (b) Safety precautions
 - (c) Safety information
 - (d) Safe work procedure
- vii. A list of items that may be ordered together for certain price.
 - (a) Main course
 - (b) Set menu
 - (c) Buffet
 - (d) Menu
- viii. Our emotional, mental, physical and social response to any perceived threats or demands is known as
 - (a) Stress
 - (b) Stressor
 - (c) Eustress
 - (d) Distress
- ix. It is the first screen that appears after booting of the computer system.
 - (a) Wallpaper
 - (b) Taskbar
 - (c) Icons
 - (d) Desktop

- x. Which of the following contradicts the principle of sustainable development?
 - (a) Environmental protection
 - (b) Unrestrained development
 - (c) Social inclusion
 - (d) Cultural diversity

Answer the following questions in one word or one sentence:

- 2. Define customer-centricity. 1
- 3. What is POSH? 1
- 4. Mention any two services available for senior citizens in a hotel. 1
- 5. What is trade secret? 1
- 6. What is meant by food standard? 1
- 7. Why is self-regulation important in life? 1
- 8. Name any two Antivirus software. 1
- 9. List any two global development goals as stated in the Agenda 2030. 1

Answer the following questions in 20-50 words:

- 10. What is hospitality sector? Give any two examples. 1+1=2
- 11. What is telephone etiquette? Write any two telephone etiquettes to be followed in food and beverage areas. 1+1=2
- 12. Write any two gender neutral behavior to be followed in a work place. 2
- 13. What is HACCP? Write one principle of HACCP. 1+1=2
- 14. Suggest two ways to improve communication among colleagues in hospitality sector. 2
- 15. Write any two approaches to resolve complaints from guest. 2
- 16. Differentiate between specific and non-specific feedback. 2
- 17. Briefly explain two entrepreneurial functions of an entrepreneur. 2

Answer the following questions in 60-100 words:

- 18. a. Define customer satisfaction. Write three benefits of measuring customer satisfaction. 1+3=4

Or

 - b. Define hospitable conduct. Write three Do's and Don'ts to be followed while dealing with guest.
- 19. a. Briefly explain four ways to motivate women and utilize their skills in the workplace. 4

Or

 - b. Explain briefly any four types of intellectual property.
- 20. What is cross-contamination? State any three ways to avoid cross-contamination. 1+3=4
 - 21. Explain four standard safety procedures for floor safety. 4
