

Total number of printed pages : 2

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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.*

**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: 1x10=10**

- i. Which of the following is a barrier to active listening?
  - (a) Evaluating
  - (b) Understanding
  - (c) Responding
  - (d) Filtering
- ii. In personality traits, a person who follows a strict routine or stays in regular contact with people is an example of
  - (a) openness
  - (b) conscientiousness
  - (c) agreeableness
  - (d) extraversion
- iii. It consists of the name box, sum, function etc.
  - (a) Menu bar
  - (b) Title bar
  - (c) Formula bar
  - (d) Status bar
- iv. In entrepreneurship, the capacity to take control and make decisions before others is known as
  - (a) initiative
  - (b) perseverance
  - (c) decisiveness
  - (d) positive attitude
- v. In Asli and Kelly's tiered structure of hospitality, the basic provision of food, drink, shelter and sanitation refers to
  - (a) service
  - (b) hospitableness
  - (c) sustenance
  - (d) entertainment
- vi. Which factor should be considered when choosing recreational facilities for children as tourist?
  - (a) Cost
  - (b) Safety record
  - (c) Security measures
  - (d) Educational value
- vii. It refers to the many behaviours and routines that might assist in preserving one's health.
  - (a) Cleanliness
  - (b) Hygiene
  - (c) Exercise
  - (d) Safety
- viii. Slips, trips and falls, as well as exposure to dangerous machinery or equipment is an example of
  - (a) physical hazard
  - (b) ergonomic hazard
  - (c) chemical hazard
  - (d) natural hazard

- ix. A service which allows guests to have food and drinks delivered to their room is known as
  - (a) concierge service
  - (b) turndown service
  - (c) room service
  - (d) shuttle service
- x) The information supplied by customers on their level of satisfaction with a product or service is called
  - (a) target customer
  - (b) customer service
  - (c) customer profile
  - (d) customer feedback

**Answer the following questions in one word or one sentence:**

- 2. Write any one action involves in active listening. 1
- 3. List any two sources of motivation. 1
- 4. State any one way in which a presentation can be printed. 1
- 5. What is an entrepreneurial attitude? 1
- 6. How can local staff, such as tour guides or hotel employees help to ensure the safety and security of female travellers? 1
- 7. Write one important point on ensuring clean workplace. 1
- 8. What is workplace safety? 1
- 9. What will happen if there is poor communication between hotel management and staff? 1

**Answer the following questions in 20-50 words:**

- 10. Define the term 'green job'. Name any two green jobs in the agricultural sector. 1+1=2
- 11. Briefly explain customer centricity. 2
- 12. Briefly explain two ways in which customers contribute to brand value. 2
- 13. What is equal employment opportunity? List any two primary laws that address EEO in India. 1+1=2
- 14. Write four steps to prevent pests in the workplace. 2
- 15. Mention any two safe lifting techniques in banquets. 2
- 16. State two reasons for the need of studying foreign language in hospitality sector. 2
- 17. What is customer relationship management system? Write any two needs of CRM in hotel industry. 1+1=2

**Answer the following questions in 60-100 words:**

- 18. (a) Examine the role of language in hospitality sector. 4  
**Or**
- (b) Explain age and gender specific customer services.
- 19. (a) State any four thump rules for taking precautionary health measures. 4  
**Or**
- (b) Enumerate four actions to ensure zero accidents in the food and beverage service area.
- 20. Explain four ways to handle guest complaints in the hotel industry. 4
- 21. Who is a customer in hospitality industry? Explain any three customers in hospitality industry. 1+3=4

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