

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.
- 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: 10x1=10**

- i. In active listening, comprehending the meaning of the words is
  - (a) Filtering
  - (b) Understanding
  - (c) Evaluating
  - (d) Responding
- ii. Identify the personality disorder that is characterized by a pervasive pattern of social inhibition and feeling of inadequacy.
  - (a) Suspicious
  - (b) Aggressive
  - (c) Emotional and impulsive
  - (d) Anxious
- iii. The ability to work with others is called
  - (a) Interpersonal skill
  - (b) Positive attitude
  - (c) Organizational skills
  - (d) Management skills
- iv. Under which sector of green job does recycling, composting and waste to energy conversion fall?
  - (a) Agriculture
  - (b) Appropriate technology
  - (c) Solid waste management
  - (d) Conservation of natural resources
- v. Which of the following is responsible to meet the needs and expectations of the guest in hospitality?
  - (a) The host employee
  - (b) The service delivery system
  - (c) The organisational support
  - (d) The hospitality process
- vi. Which of the following is **not** a law that protects women's rights in the workplace in India?
  - (a) Equal Remuneration Act, 1976
  - (b) Sexual Harassment of Women at Workplace Act, 2013
  - (c) National Action Plan for Gender Equality
  - (d) Provision of Transport Facility
- vii. The application of insecticides to rid an area of potentially dangerous insects or organisms is an example of
  - (a) Chemical control
  - (b) Biological control
  - (c) Physical control
  - (d) Ecological control
- viii. It is used to alert employees and emergency personnel to the presence of hazardous chemicals.
  - (a) Poison signs
  - (b) Corrosive signs
  - (c) Warning signs
  - (d) Oxidiser signs

- ix. It plays a crucial part in providing high-quality service because they help guests feel at home, which increases brand loyalty and generate more revenue.
  - (a) Customer service
  - (b) Proper etiquette
  - (c) Effective communication
  - (d) Foreign language
- x) The process of analysing and defining the target market is referred to as
  - (a) marketing strategy
  - (b) target market segmentation
  - (c) marketing process
  - (d) marketing and promotion

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

- 2. Define active listening. 1
- 3. Name the two types of motivation. 1
- 4. Who is an entrepreneur? 1
- 5. State any two benefits of green jobs. 1
- 6. List any two ways of filling a complaint if a woman experience gender discrimination in a workplace in India. 1
- 7. What is meant by personal hygiene in hospitality sector? 1
- 8. State any one F&B workplace hazard. 1
- 9. Who are customers in hospitality industry? 1

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

- 10. What is spreadsheet? Name the two types of spreadsheets. 1+1=2
- 11. Define hospitality. What is the ultimate goal of hospitality? 1+1=2
- 12. Briefly explain any two policies of the companies that need to be in place to prevent sexual harassment. 2
- 13. Mention two safety procedures for safe and clean handling of the accommodation area. 2
- 14. What is an inspection? State one safety measure to be taken during inspection. 1 +1=2
- 15. Briefly explain any two varieties of amenities found in hotels. 2
- 16. Write two benefits of understanding foreign language in hospitality sector. 2
- 17. What is customer retention in hospitality sector? Write any one advantage of customer retention and offer promotion. 1+1=2

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

- 18. a. Explain 'Atithi Devo Bhava' in the context of hospitality. 4  
 Or 4  
 b. Explain four strategies that an organization can use to motivate and empower women to utilize their skills and become more involved in decision making processes.
- 19. Explain four ways through which the cleanliness of a workplace can be maintained. 4
- 20. Explain four ways to minimize food service place hazards. 4
- 21. a. Explain four major benefits of excellent communication in tourism and hospitality industry. 4  
 Or 4  
 b. What is customer interaction? Explain three importance of customers interaction in hospitality industry. (1+3=4)