

2023

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. What type of word should be used for verbal communication?
 - (a) Acronyms
 - (b) Simple
 - (c) Complex
 - (d) Jargons
- ii. What makes you complete your work or studies without others cheering you?
 - (a) Self confidence
 - (b) Self management
 - (c) Self motivation
 - (d) Self esteem
- iii. The organization that has made the Sustainable Development Goals is the
 - (a) UNESCO
 - (b) UNICEF
 - (c) WHO
 - (d) UN
- iv. Floated hotels are located in
 - (a) quiet surroundings
 - (b) big cities
 - (c) metropolitan cities
 - (d) surface of water
- v. Which of the following etiquette should be avoided while talking to guest?
 - (a) Always smile
 - (b) Stand erect at ease
 - (c) Lean against the counter
 - (d) Maintain eye contact
- vi. Unwanted jokes, gestures, offensive words on clothing and unwelcome comments are considered as
 - (a) sexual harassment
 - (b) human rights violation
 - (c) sexual abuse
 - (d) sexual violence
- vii. Food borne illness and infection linked to consumption of contaminated fish and seafood.
 - (a) Pneumonia
 - (b) Thrush
 - (c) Meningitis
 - (d) Vibrio cholera
- viii. Intellectual property has its own unique features to distinguish itself from other types of rights. Which of the following is *not* an IP feature?
 - (a) Territorial
 - (b) Independence
 - (c) Trademarks
 - (d) Indivisible
- ix. The Health and Safety Executive provides guidance and general information about
 - (a) dispose of refuse
 - (b) personal protective equipment
 - (c) housekeeping
 - (d) hotel management

- x. Which of the following can be considered as a powerful non verbal communication?
 - (a) A smile
 - (b) Handshake
 - (c) Eye contact
 - (d) Confidence

Answer the following questions in one word or one sentence:

- 2. What is self management? 1
- 3. Define ‘hospitality’. 1
- 4. What is table setting? 1
- 5. List any two facilities available for senior citizens in hotels. 1
- 6. What is Geographical Indication? 1
- 7. What does HACCP stand for? 1
- 8. What is one of the biggest cause of injuries on the job and may be grounds for dismissal? 1
- 9. Mention any two tips that will help you to make best use of the suggestions you receive for improving your work. 1

Answer the following questions in 20-50 words:

- 10. Write any two advantages of verbal communication. 2
- 11. Write any two functions of the ENTER key. 2
- 12. What is entrepreneurship? Write any two functions of entrepreneurs. 1+1=2
- 13. Write any two offensive habits that should be avoided when with the guest. 2
- 14. Write any two guidelines to prevent sexual harassment in the workplace. 2
- 15. What are the two categories of intellectual property? Write one example each for the two categories. 1+1=2
- 16. What is food safety? 2
- 17. Mention any two safety precautions one must observe in work area. 2

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

- 18. Briefly explain any four types of services in the hospitality industry. 4
- 19. Define table manners. Explain any three ways to give the appearance of being confident, yet comfortable. 1+3=4
- 20. Explain any four facilities that can be provided to motivate female worker. 4
- 21. Explain the four types of intellectual property. 4
- 22. Briefly explain food labeling. 4
- 23. Describe the importance of English language in hospitality industry. 4
