

**2019**  
**TRAVEL AND TOURISM (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. no.18 to 23 where general option is given.*
- iii) The question paper consists of 23 questions.*
- iv) Marks allotted to every question are indicated against it.*

**N.B:** Check 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. It is recognized as one of the largest and finest hotel company.
  - (a) ITC/Sheraton Corporation
  - (b) EIH Limited (The Oberoi Group)
  - (c) The Leela Group
  - (d) The Indian Hotels Company (Taj Hotels Resorts & Palaces)
  
- ii. This department is responsible for cleanliness, maintenance and the aesthetic standard of the hotel.
  - (a) Food & beverages
  - (b) Engineering and maintenance
  - (c) Housekeeping
  - (d) Sales and marketing
  
- iii. Hyatt Regency, New Delhi is an example of
  - (a) boutique hotels
  - (b) luxury hotels
  - (c) ecotels
  - (d) heritage hotels
  
- iv. OTA is an acronym for
  - (a) Online Transport Agents
  - (b) Online Tour Agents
  - (c) Online Travel Agents
  - (d) Online Tourism Association
  
- v. How many stages are there in the guest cycle?
  - (a) 4
  - (b) 5
  - (c) 6
  - (d) 7
  
- vi. It is often referred to as the nerve centre of the front office department.
  - (a) Reception
  - (b) Reservation desk
  - (c) Concierge desk
  - (d) Travel desk

- vii. This rack is used to help the employees to route the mail, messages and other visitor inquiries in a systematic way.
  - (a) Information rack
  - (b) Mail and message rack
  - (c) Visitor's rack
  - (d) Whitney rack
  
- viii. In which country the people answer their phone by saying, 'Get on with it'?
  - (a) Italy
  - (b) Netherlands
  - (c) Spain
  - (d) Finland
  
- ix. A fixed price saleable travel product that makes it easy for a traveler to buy and enjoy a destination or several destinations.
  - (a) Incentive travel
  - (b) Inclusive tour
  - (c) Fam tours
  - (d) Package
  
- x. A procedure or method associated with the provision of first-aid at the workplace.
  - (a) First-aider
  - (b) First-aid services
  - (c) First-aid requirements
  - (d) First-aid facilities

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

- 2. What is resort? 1
  
- 3. Mention any two facilities provided by hotels. 1
  
- 4. Write any two major revenue producing departments in hotel. 1
  
- 5. Who grants approval and recognition to the travel agents across India? 1
  
- 6. Mention any two attributes of front office staff. 1
  
- 7. What is hospitality industry? 1
  
- 8. What is paging? 1
  
- 9. Write any two equipments used in front office. 1

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

- 10. Why is customer care service important in hospitality industry? 2
  
- 11. What is food and beverages department? Write two examples. 1+1=2
  
- 12. Distinguish between floatels and rotels. 2
  
- 13. Who are tour operators? 2
  
- 14. Draw a format of Guest Arrival/Errand Card. 2
  
- 15. What is electronic key system? Write any two type of keys used in hotel for security reasons. 1+1=2

- 16. Mention any four attributes of phone handling. 2
- 17. Write the meaning of any two categories of fire. 2

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

- 18. Explain any four characteristics of hospitality industry. 4
- 19. Explain four different sections of front office department. 4
- 20. Explain any four importance of communication in front office. 4
- 21. Explain any four security measures taken by hotels for the safety and security of guest. 4
- 22. Describe the procedure that has to be followed in handling mail and messages by front desk staff. 4
- 23. Discuss how internet has become one of the important intermediaries in the distribution channel of hospitality industry. 4

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