

Total number of printed pages : 2

NB-T/T&H(V)

2021

**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 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. Which of the following is a type of non formal greeting?  
(a) Hello (b) Good morning  
(c) What's up? (d) Hi
- ii. Dressing and grooming are important because they help us to look  
(a) smart (b) intelligent  
(c) wiser (d) comfortable
- iii. To connect to the internet, the computer has to be connected to the  
(a) Internet Society (b) Internet Architecture  
(c) Internet Service Provider (d) Large Area Network
- iv. What does conservation of energy mean?  
(a) Using energy efficiently (b) Banning the use of energy  
(c) Promoting power plants (d) Excess energy usage
- v. It is the backbone of the travel industry and play an important role for the growth of tourism sector.  
(a) Public service (b) Laundry service  
(c) Customer care (d) Booking service
- vi. Which of the following is an etiquette for hotel/front office staff?  
(a) Keeping hands in the pocket  
(b) Always greeting guests and colleagues with a smile  
(c) Lean on the counter when dealing with guests  
(d) Play with hair and jewellery while talking
- vii. The full form of IPR is  
(a) International Public Rights (b) Intellectual Public Rights  
(c) Individual Property Rights (d) Intellectual Property Rights
- viii. A state of being free of dirt and germs.  
(a) Grooming (b) Hygiene  
(c) Cleanliness (d) Health
- ix. It is one of the biggest causes of injuries on the job.  
(a) Power play (b) Horseplay  
(c) Accidents (d) Game play

- x. Which of these is an important component of effective communication?
  - (a) Oral communication
  - (b) Visual communication
  - (c) Non-verbal communication
  - (d) Written communication

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

- 2. What does positive thinking require? 1
- 3. What is grooming? 1
- 4. Who will be willing to accommodate even the most finicky guest? 1
- 5. What does forgery of trademark mean? 1
- 6. What is a trade name? 1
- 7. What is side work checklist? 1
- 8. Mention one safety practice to avoid kitchen accident. 1
- 9. Define communication skills in the context of hospitality industry. 1

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

- 10. Write the two types of greeting. 2
- 11. Differentiate between product and service-based business. 2
- 12. What is meant by two-way communication? 2
- 13. List the four types of IP protection for business. 2
- 14. What is intellectual property? Give two examples of creations that are regarded as IP. 1+1=2
- 15. Why is PPE critically important? 2
- 16. State any two tips to effectively communicate over the telephone. 2
- 17. Mention any four skills needed for effective communication at work. 2

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

- 18. What is a question? Briefly explain the two basic types of questions. 1+3=4
- 19. Explain four characteristics of the hospitality industry. 4
- 20. Mention any four etiquettes/ manners required for hotel staff. 4
- 21. Define IPR. Describe the history of IPR. 1+3=4
- 22. What is good labeling? Write any six information required on the label. 1+3=4
- 23. Describe the hotel evacuation procedures for fire and earthquake. 2+2=4

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