

# HOSPITALITY MANAGEMENT

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**Maximum Marks: 70**

**Time Allowed: Three hours**

*(Candidates are allowed **additional 15 minutes** for **only** reading the paper.  
They must **NOT** start writing during this time).*

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*Answer all questions in **Section A**, **Section B** and **Section C**.*

***Section A** consists of **objective / very short answer** questions.*

***Section B** consists of **short answer** questions.*

***Section C** consists of **long answer** questions.*

*The intended marks for questions or parts of questions are given in brackets [ ].*

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## SECTION A - 14 MARKS

### Question 1

- (i) What is the full form of SOP? [1]
- (a) Standard Order Process
  - (b) Standard Operation Process
  - (c) Standard Operating Procedure
  - (d) Standard Operating Process
- (ii) What is the timing for serving breakfast in a 5-star hotel? [1]
- (a) 09:00 AM – 11:00 AM
  - (b) 09:30 AM – 11:30 AM
  - (c) 07:00 AM – 09:00 AM
  - (d) 07:00 AM – 10:30 AM

- (iii) The use of sensor taps in 5-star hotels is an ideal example of \_\_\_\_\_. [1]
- (a) Kiosk Service
  - (b) Energy conservation
  - (c) Technical knowledge
  - (d) Property Management System
- (iv) Which area in a hotel requires utmost precaution to prevent fire? [1]
- (a) Lobby of the hotel
  - (b) Security office of the hotel
  - (c) Kitchen and Bakery section of the hotel
  - (d) Linen room of the hotel
- (v) Which one of the following trends is used by the guests to search hotels on the internet? [1]
- (a) Cloud computing
  - (b) Use of social media
  - (c) Property management system
  - (d) Cloud based services
- (vi) State whether the statements given below are True or False: [5]
- (a) Planning and Organising are two ideal examples of Interpersonal skills.
  - (b) High tea is a type of meal served in a hotel.
  - (c) Supper is always served before dinner to the guests in a hotel.
  - (d) UNWTO is responsible for classifying hotels in India.
  - (e) Hotels located in the 'heart of the city' are known as Commercial hotels.
- (vii) What do you understand by the term *stocks* in cooking? [1]
- (viii) Name *any two* types of services offered in a restaurant. [1]
- (ix) On which side of the dinner table is the *dinner knife* placed in a table layout? [1]
- (x) Name *any two* types of flower arrangements used for decoration in a hotel. [1]

## SECTION B - 28 MARKS

**Question 2** [4]

Explain how *rapport building* helps in hospitality industry.

**Question 3** [4]

(i) Write a short note on *cloud-based services*.

**OR**

(ii) List *any four* techniques a hotel should use for energy conservation.

**Question 4** [4]

Write *any four* steps involved in cleaning and maintenance of the lobby in a hotel.

**Question 5** [4]

Name *any two* wall coverings and *any two* floor coverings used in a hotel.

**Question 6** [4]

(i) Explain the importance of security department in a hotel.

**OR**

(ii) Explain how customer's expectations can be surpassed through customer service.

**Question 7** [4]

Explain *any one* step involved in the *planning process of accommodation operations*.

**Question 8** [4]

Mention *any four* uses of PMS in a hotel.

## SECTION C – 28 MARKS

**Question 9** [7]

Discuss the SOPs of restaurant operations in a hotel.

**Question 10** [7]

(i) Write a note on the concept of meet, greet and seat followed in a restaurant.

**OR**

(ii) Write a note on *mise-en-place*.

**Question 11** [7]

Explain *menu planning*. How does calculating food cost help in planning a menu?

**Question 12**

**Read the passage given below and answer the questions that follow.**

A famous and expensive hotel, XYZ, is situated in an upmarket area of the city. It is reputed for its hospitality and excellent services. On a certain weekend, the hotel had maximum occupancy and the hotel staff was trying hard to meet with the demands of the guests.

A VIP guest checked in with his family and ordered for a sugar free juice. Due to the senior staff being busy, a junior staff prepared the order of the VIP guest. He mistakenly added sugar to the juice and served the guest. The guest got extremely angry and complained to the Manager.

(i) In which category can the hotel be classified? [1]

(ii) What was the challenge faced by the hotel staff on the weekend? [1]

(iii) What was the mistake of the junior service staff who had prepared the order? [1]

(iv) In your opinion, how could have the junior staff avoided the mistake? [2]

(v) Briefly explain *any two* steps the hotel staff should take to pacify the guest. [2]