

2022 XI 24

0230

Seat No.

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Time : 1 Hour

FIRST-TERM

**TOURISM AND
HOSPITALITY (NSQF)**

Subject Code

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Total No. of Questions : 20 (Printed Pages : 8)

Maximum Marks : 20

- INSTRUCTIONS :**
- (i) All questions are compulsory.
 - (ii) Every question has four choices for its answers (A), (B), (C) and (D) and only one of them is the correct answer.
 - (iii) On the OMR sheet, for each question number, darken with a ball point pen, ONLY ONE bubble corresponding to what you consider to be the most appropriate answer, from among the four choices.
 - (iv) Please note that it is not possible to change the answer once you have filled up the bubble with a ball point pen. Hence sufficient care must be taken while darkening the bubbles.
 - (v) For each question, you will be awarded ONE MARK if you have darkened only the bubble corresponding to the correct answer. In all other cases, you will get zero mark.
 - (vi) There is no negative mark.
 - (vii) Only one OMR sheet will be provided.
 - (viii) Use only Black or Blue ball point pen.

Choose the correct alternative from those options given below :

1. is simply a two-way process of exchanging ideas, information or transmitting verbal and non-verbal messages.

(A) Transportation

(B) Contamination

(C) Communication

(D) Telecommunication
2. When an individual is able to do what he needs to do without getting influenced from other people is called as

(A) Self-motivation

(B) Self-regulation

(C) Self-awareness

(D) Self-control
3. A service cannot be owned or stored as it is

(A) Tangible

(B) Intangible

(C) Hybrid

(D) Basic need

4. The act of exchanging information without using any written or spoken words is communication.
- (A) Verbal
 - (B) Oral
 - (C) Non-verbal
 - (D) Written
5. Hospitality is the relationship between a guest and a
- (A) Employee
 - (B) Manager
 - (C) Waiter
 - (D) Host
6. are what we do not do well and are not good at.
- (A) Intelligence
 - (B) Strengths
 - (C) Sickness
 - (D) Weakness

7. is the receiver's acknowledgement and response or reply to the message.
- (A) Greeting
 - (B) Instruction
 - (C) Feedback
 - (D) Decoding
8. A is available at the hotel and may be provided on request for the elderly people.
- (A) Wheel chair
 - (B) Baby chair
 - (C) Bathtub
 - (D) Cycle
9. Recreation facilities like is available for kids.
- (A) Spa
 - (B) Fitness centre
 - (C) Gaming room
 - (D) Casino

10. refers to condition and practice that help to maintain health and prevent spread of disease.
- (A) Cross-contamination
 - (B) Hygiene
 - (C) Grooming
 - (D) Debris
11. Goods or services that are essential are
- (A) Needs
 - (B) Desires
 - (C) Wants
 - (D) Dreams
12. refers to organic waste that is bio-degradable and can be compost.
- (A) Industrial waste
 - (B) Dry waste
 - (C) Hazardous waste
 - (D) Wet waste

13. Touch screen device usually kept at counter to get feedback from customers.
- (A) Billing
 - (B) Bar
 - (C) Security
 - (D) Buffet
14. Before every shift a is taken by the manager or supervisor of the department.
- (A) Periodic staff meeting
 - (B) Briefing
 - (C) SOP
 - (D) Training
15. Maternity leave benefits are given to at workplace by the organization.
- (A) Senior employees
 - (B) Expecting mothers
 - (C) All females
 - (D) New employees
16. is an international standard intended to be used by an organization within food chain.
- (A) SOP
 - (B) FSSAI
 - (C) FDA
 - (D) ISO 22000

17. Maintain distance of at least, while dealing with female colleagues and guest.
- (A) One meter
 - (B) Two feet
 - (C) Two meter
 - (D) Four feet
18. is the transfer of harmful bacteria to foods from other foods, cutting boards, utensils etc.
- (A) Sensitization
 - (B) Pollution
 - (C) Adulteration
 - (D) Cross-contamination
19. A committee to check on harassment of women at workplace is always headed by
- (A) Women
 - (B) Senior employee
 - (C) General Manager
 - (D) HR Manager
20. To avoid contamination during food production, we need to wash hands with soap for
- (A) 20 seconds
 - (B) 20 minutes
 - (C) 10 seconds
 - (D) 10 minutes

