

2022 XI 11

0230

Seat No.

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Time : 1 Hour

FIRST-TERM

**TOURISM &
HOSPITALITY**

Subject Code

H	4	0	8	7
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Total No. of Questions : 20 (Printed Pages : 8)

Maximum Marks : 20

- INSTRUCTIONS :**
- (i) Every question has four choices (A), (B), (C) and (D) and only one of them is the correct answer.
 - (ii) On the OMR sheet darken completely with a ball point pen ONLY ONE bubble you consider as the most appropriate answer.
 - (iii) Multiple markings are invalid.
 - (iv) Use Blue or Black ball point pen only.
 - (v) Do not fold the OMR sheet or use white ink.
 - (vi) 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. There is no negative mark.
 - (vii) Once the bubble is filled it is not possible to change the answer.
 - (viii) Only one OMR sheet will be provided. Hence sufficient care must be taken while darkening the bubble.

Select and write the appropriate answers from the alternatives given below :

1. is a first stage of active listening.
 - (A) Receiving
 - (B) Remembering
 - (C) Understanding
 - (D) Evaluating
2. industry can be defined as a dimension of travel and tourism.
 - (A) Automobile
 - (B) Information Technology
 - (C) Hospitality
 - (D) Retail
3. is the meaning of “thank you” in French.
 - (A) Oui
 - (B) Non
 - (C) Aurevoir
 - (D) Merci
4. If a guest with special needs arrives at your restaurant, as a writer you would
 - (A) Keep the guest waiting
 - (B) Ignore the guest
 - (C) Pretend to be busy
 - (D) Escort the guest to the table

5. is the ability to do what needs to be done, without influence from other people or situations.
- (A) Stress Management
 - (B) Time Management
 - (C) Self-Motivation
 - (D) Guest Motivation
6. Children should be included in recreational activities because
- (A) It helps in providing hands on learning
 - (B) It helps them to be dependent on others
 - (C) It prevents them from making new friends
 - (D) It helps in having low self esteem
7. Inn, Resort and Motels are examples of
- (A) Accommodation
 - (B) Attraction
 - (C) Amenities
 - (D) Associability
8. If you are working as a bellboy, how would you address Mrs. Cooper in French ?
- (A) Madame Cooper
 - (B) Mademoiselle Cooper
 - (C) Monsieur Cooper
 - (D) Maitre Cooper

9. Making an eye contact while listening means, you want to
- (A) Avoid the listener
 - (B) Concentrate on the other speaker
 - (C) Distract the speaker
 - (D) Listen to the speaker
10. According to employer must pay equal wages or salaries to their male and female employees who are carrying out same or similar work.
- (A) The Maternity Benefit Amendment Act, 2017
 - (B) The Sexual Harassment of Women at Workplace Act, 2013
 - (C) The Factories Act, 1948
 - (D) The Equal Remuneration Act, 1976
11. Individuals who love interacting with people around and are generally talkative have type personality trait.
- (A) Introversion
 - (B) Extraversion
 - (C) Neuroticism
 - (D) Conscientiousness
12. A travel agent is making arrangement for senior citizen to travel to another state, how would you prepare her for handling emergency situations ?
- (A) By advising her to carry her educational documents
 - (B) By advising her to carry her post office details
 - (C) By advising her to carry her medical history details
 - (D) By advising her to carry her favorite cloths

13. The French word “Annee” means
- (A) Month
 - (B) Year
 - (C) Day
 - (D) Week
14. As a front office staff, before transferring the call or keeping the phone on hold you must
- (A) Take permission
 - (B) Immediately transfer the call
 - (C) Continue speaking
 - (D) Mute the call
15. Do you like coffee ? is a type of sentence.
- (A) Declarative
 - (B) Interrogative
 - (C) Imperative
 - (D) Exclamative
16. Organizations must provide for women working during night shift.
- (A) Library
 - (B) WiFi
 - (C) Breakfast
 - (D) Transport

17. Loyalty overtime is a fundamental metrix to measure
- (A) Customer Profile
 - (B) Customer Satisfaction
 - (C) Customer Appearance
 - (D) Customer Finance
18. As a crew member, in the aviation industry, how would you deal with female colleagues and guest ?
- (A) By staring at them
 - (B) By using slang language
 - (C) By maintaining a distance of 10 feet
 - (D) By speaking softly and politely
19. Restaurant staff must handle complaints by
- (A) Expressing anger and taking things personally
 - (B) Staying calm and keeping the tone business like
 - (C) Leaving the complaints unsolved and unresolved
 - (D) Blaming the guest for the situation
20. The manager of a restaurant greets the French guest by saying “Bonjour”.
What does it mean in English ? 1
- (A) Good Night
 - (B) Good Morning
 - (C) Good Evening
 - (D) Good Afternoon

