

2022

**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 to ensure 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 Article in the Constitution of India is mandated for the wellbeing of senior citizens?  
(a) Article 41 (b) Article 21  
(c) Article 15 (d) Article 14
  - ii. It refers to the conditions and practices that help to maintain health and prevent the spread of disease.  
(a) Cleanliness (b) Godliness  
(c) Hygiene (d) Health
  - iii. 'You did a good job of serving the roast beef tonight' is an example of  
(a) giving criticism in private  
(b) giving feedback that is specific and descriptive  
(c) giving suggestions for improvement  
(d) focusing on the behaviour that needs to change
  - iv. Foreign independent traveller refers to  
(a) free independent travellers (b) corporate business travellers  
(c) group inclusive tours (d) international tour
  - v. Looking at the speaker while listening means?  
(a) Gesture (b) Encoding  
(c) Decoding (d) Eye contact
  - vi. Which of the following is characterised by an extreme feeling of self importance?  
(a) Borderline personality disorder (b) Narcissistic personality disorder  
(c) Dependent personality disorder (d) Schizoid personality disorder
  - vii. It is an electronic document used to store data in a systematic way and perform calculations just like an expense sheet.  
(a) Spreadsheet (b) Worksheet  
(c) Workbook (d) Name box
  - viii. A customary code of polite behaviour in society or among members of a particular profession or group is known as  
(a) manner (b) etiquette  
(c) goodwill (d) politeness

- ix. It is intended to provide an experience to visitors to understand the importance of conserving resources, reducing waste, enhancing natural environment and reducing pollution.
  - (a) Green jobs in appropriate technology
  - (b) Green jobs in water conservation
  - (c) Green jobs in eco-tourism
  - (d) Green jobs in agriculture
- x) Clothing and equipments worn by employees, students, contractors or visitors to protect or shield their bodies from work place hazard is
  - (a) Coat
  - (b) helmet
  - (c) gloves
  - (d) PPE

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

- 2. What is meant by hospitality? 1
- 3. What is POSH Act? 1
- 4. Write any two main sources of food contamination. 1
- 5. List any two professions of a foreign language expert. 1
- 6. What is the short cut key to copy a file? 1
- 7. Mention any two ways to minimize waste and pollution. 1
- 8. Why is communication skill needed? 1
- 9. What is self-management? 1

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

- 10. Write any two offensive habits that one should be aware when on duty. 2
- 11. State any two facilities that should be made available for the safety and security of female travelers. 2
- 12. Mention any two methods that can be implemented to reduce discrimination in workplace. 2
- 13. State two reasons to justify how clear surroundings equal clear mind. 2
- 14. What is workplace safety? Give one general safety precaution. 1+1=2
- 15. Why is foreign language important in hospitality industry? 2
- 16. List any two characteristics of customer centric organization. 2
- 17. What is organisational skill? List any two organisational skills. 1+1=2

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

- 18. Explain four components of hospitality. 4
- 19. Explain any four safety tips and hygienic practices at workplace. 4
- 20. What is respirator? Briefly explain any two respirators used as PPE. 1+3=4
- 21. Examine the customer centricity of hospitality business. 4
- 22. Write any four principles to ensure a sensitive environment towards gender and age at the workplace. 4
- 23. Mention any four efforts that should be taken by hospitality students to enhance English language. 4

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