

2019
CLASS - IX
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=1**
- i. Which of the following is a traditional tourist destination?
 - (a) Historical places
 - (b) Monuments
 - (c) Beaches
 - (d) Ancient Temples
 - ii. Which of the following is a main factor that led to the emergence of inn-keeping and hospitality as a commercial activity?
 - (a) Invention of wheel
 - (b) Discovery of sea routes
 - (c) Invention of locomotives
 - (d) Emergence of traders
 - iii. Which of the following is *not* a primary type of catering service?
 - (a) Banquet hall
 - (b) Deluxe hotel
 - (c) Off premises
 - (d) Mobile unit
 - iv. The hotel department responsible for generating new business is the department of
 - (a) Sales & Marketing
 - (b) Purchase & Stores
 - (c) Accounting
 - (d) Human Resource Development
 - v. It is used to indicate a fixed menu where multi course meals with limited choices are charged at a fixed price.
 - (a) Maitre d' hote
 - (b) Mis-en-place
 - (c) A la carte menu
 - (d) Table d' hote menu
 - vi. Who is the head in a food and beverage department?
 - (a) Food and Beverage Manager
 - (b) Food and Beverage Supervisor
 - (c) Food and Beverage Captain
 - (d) Restaurant Manager
 - vii. Which of the following is a part of glass?
 - (a) Lid
 - (b) Stem
 - (c) Goblet
 - (d) Handle
 - viii. While communicating with colleagues, one should maintain
 - (a) discipline
 - (b) punctuality
 - (c) confidentiality
 - (d) correct posture
 - ix. What does an upright body posture imply?
 - (a) Fear
 - (b) Confidence
 - (c) Happiness
 - (d) Confusion

- x. It is a short range wireless communication technology.
(a) GPS (b) Wi-Fi
(c) Internet (d) Bluetooth

Answer the following questions in one word or one sentence:

2. What is a catering establishment? **1**
3. What is meant by Restaurant Service Chain? **1**
4. From which side should a waiter approach the guest in a restaurant table? **1**
5. State one important point on how talking face to face helps in communication. **1**
6. What is cutlery? **1**
7. Mention any two career opportunities in catering industry. **1**
8. What is communication skill? **1**
9. What is meant by recycling? **1**

Answer the following questions in 20-50 words:

10. Distinguish between inbound and outbound tourism. **2**
11. Name the two classifications of catering industry and briefly explain any one of them. **1+1=2**
12. Write any two physical attributes of a good waiter. **2**
13. Write any two procedures to be followed in receiving guest. **2**
14. Differentiate between briefing and de-briefing in restaurants. **2**
15. Write any two significance of effective communication. **2**
16. Write any two important points to be observed while attending an order by a waiter. **2**
17. Mention any two self management skills and write its meanings? **1+1=2**

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

18. Briefly explain any four impacts of tourism industry. **4**
19. Explain the four components of tourism. **4**
20. Explain any four secondary catering establishments. **4**
21. Mention any four items needed for laying a cover on the table and write what it denotes. **2+2=4**
22. Mention any four duties and responsibilities of a food and beverage Manager. **4**
23. What is entrepreneurship? Write any three distinguishing characteristics of entrepreneurship. **1+3=4**
