

2021

**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=10**

- i. Which of the following shortcut key is used to create a new document?
  - (a) ctrl +c
  - (b) ctrl +n
  - (c) ctrl +m
  - (d) ctrl +d
- ii. It is an action which promotes development while ensuring the protection of environment.
  - (a) Sustainable development
  - (b) Ecosystem
  - (c) Green economy
  - (d) Tourism industry
- iii. Which of the following is not a man-made tourist attraction?
  - (a) Himalayan Ranges
  - (b) Taj Mahal
  - (c) Eiffel Tower
  - (d) Qutub Minar
- iv. Who completes the guest registration process after a guest arrives at the hotel?
  - (a) Receptionists
  - (b) Front Desk Agent
  - (c) Manager of the hotel
  - (d) Travel agencies
- v. What is the full form of CRS?
  - (a) Central Reservation System
  - (b) Central Reservation Service
  - (c) Computerized Reservation System
  - (d) Computerized Record Service
- vi. Which ID is needed by the hotel for a guest coming from a foreign country?
  - (a) PAN card
  - (b) Aadhar card
  - (c) Passport and Visa
  - (d) Bank details
- vii. On guest arrival, who is responsible for welcoming and taking care of the guest's luggage?
  - (a) Receptionist
  - (b) Front Office Personnel
  - (c) Manager
  - (d) Bell Personnel
- viii. While handling guest complaints, one should
  - (a) make excuses
  - (b) blame other department
  - (c) listen attentively
  - (d) take the complaint personally
- ix. The flow of information from front line employees to Manager, Supervisors and Directors is called
  - (a) one way communication
  - (b) two-way communication
  - (c) downward communication
  - (d) upward communication

- x. What brings employees and Managers closer to each other?
  - (a) Being friendly
  - (b) Being polite
  - (c) Mutual trust
  - (d) Showing sympathy

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

- 2. Who are the intermediaries? 1
- 3. Who is a Meet and Greet Officer? 1
- 4. State any two details needed to be collected from the passport? 1
- 5. What are the two types of hotel reservation system? 1
- 6. What should be asked when storing items for long term in the luggage storage room? 1
- 7. How should one deal with situations when guest comes in with wrong complaints? 1
- 8. What is downward communication? 1
- 9. What is lateral or horizontal communication? 1

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

- 10. What is communication? Why is it important? 1+1=2
- 11. Mention any two benefits of teamwork. 2
- 12. What is rural tourism? 2
- 13. Write four measures that need to be taken for security and safety in a luggage storage room. 2
- 14. What needs to be checked while the guest is departing from the hotel room? 2
- 15. Write any two ways to handle verbal complaints. 2
- 16. How do hotels deal with lost and found items? 2
- 17. What is mirror technique? 2

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

- 18. Who is an Entrepreneur? Explain briefly any three values which make an Entrepreneur successful. 1+3=4
- 19. Explain four types of rooms and guest services in a luxury hotel. 4
- 20. What is customer service? Mention any three characteristics. 1+3=4
- 21. Explain with example the role of internet in reservation. 4
- 22. Write two procedures each for customer check-in and check-out. 2+2=4
- 23. Explain the importance of good communication with customers. 4

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