

ISC SEMESTER 2 EXAMINATION
SPECIMEN QUESTION PAPER
HOSPITALITY MANAGEMENT

Maximum Marks: 35

Time allowed: One and a half hour

Candidates are allowed an additional 10 minutes for only reading the paper.

They must NOT start writing during this time.

Answer all questions in Section A, Section B and Section C.

The intended marks for questions or parts of questions are given in brackets.[]

SECTION A – 7 MARKS

Question 1

- (i) Give the full form of UNWTO. [1]
- (ii) Give the full form of EP plan. [1]
- (iii) Mention *any one* factor that is the basis for classification of hotels in India. [1]
- (iv) Name the classification committee responsible for classifying hotels in the USA. [1]
- (v) The appropriate time of serving supper in a hotel is _____. [1]
- (vi) The hotels near the airport are known as: [1]
 - (a) Transit hotels
 - (b) Transient hotels
 - (c) Commercial hotels
 - (d) Downtown hotels
- (vii) The guest room in a hotel with two separate beds is known as _____ room. [1]
 - (a) Suite
 - (b) Twin
 - (c) Efficiency
 - (d) Single

SECTION B – 12 MARKS

Answer the following questions briefly.

Question 2 [2]

Define *sauce*.

Question 3 [2]

(i) List *any two* advantages of American service in a hotel.

OR

(ii) List *any two* disadvantages of American service in a hotel.

Question 4 [2]

Explain the *key history register* used by the housekeeping control desk.

Question 5 [2]

Briefly discuss the meaning of *Studio Room* in a hotel.

Question 6 [2]

Explain the method of cleaning a wallpaper.

Question 7 [2]

What is meant by *brunch*?

SECTION C – 16 MARKS

Question 8 [4]

List the *four* processes in the guest cycle.

Question 9 [4]

(i) Explain *Side Table service* provided by Food & Beverage department in a hotel.

OR

(ii) Explain *Pre-plated service* provided by Food & Beverage department in a hotel.

Question 10 [4]

List *any two* dos and *any two* don'ts for an employee of a restaurant while handling a guest complaint.

Question 11

A guest named Mr. John had given his blazer to the housekeeping desk attendant for dry-cleaning. The desk attendant had sent the blazer to the laundry department where the laundry attendant mistakenly put the blazer in the laundry list instead of the dry-cleaning list. When it was returned to Mr. John, he complained that the blazer had considerably shrunk and had not been dry-cleaned. It was a branded and expensive blazer gifted to him by his mother.

- (i) What is the first step the housekeeping desk attendant should take while speaking to the guest who complained in this case? [1]
- (ii) As per the situation given above, who is responsible for the mistake? [1]
- (iii) Keeping in mind the *handling guest complaints techniques*, what should the manager of the department do to pacify the guest? [2]