

HOSPITALITY MANAGEMENT

(Maximum Marks: 70)

(Time allowed: Three hours)

(Candidates are allowed additional 15 minutes for **only** reading the paper.

They must **NOT** start writing during this time.)

Answer **Question 1** from **Part I** and **five** questions from **Part II**.

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

PART I (20 Marks)

Answer **all** questions.

Question 1

Answer briefly each of the following questions:

[10×2]

- (i) What are the *two* important Conceptual Skills required for Hospitality?
- (ii) Expand the abbreviation UNWTO.
- (iii) List *any four* main Meal Periods.
- (iv) What is a Menu?
- (v) What are the *three* broad classifications of hotels?
- (vi) Name *any two* types of services made available in the Food and Beverage Service area of a hotel.
- (vii) How are the guest rooms classified?
- (viii) What does the abbreviation SOP stand for?
- (ix) What is meant by the nutritional value of food?
- (x) Name *any two* operational areas of a Hotel.

PART II (50 Marks)

Answer any five questions.

Question 2

- (a) Explain *any two* types of Stocks used in a hotel kitchen. [5]
- (b) Briefly explain the Guest Cycle. [5]

Question 3

- (a) Explain the role of Control Desk in the accommodation operations of a hotel. [5]
- (b) Write a short note on the *recent technological trends* in the Hospitality sector. [5]

Question 4

- (a) How can Social Media be used in the Hospitality sector? [5]
- (b) Briefly explain the importance of safety and hygiene in a hotel kitchen. [5]

Question 5

- (a) Explain the concept of *meet, greet and seat* with reference to the Food and Beverage Service area of a hotel. [5]
- (b) What is meant by “wow” factor? Explain with reference to the customer care service in Hospitality. [5]

Question 6

- (a) What is a Property Management System? Explain its uses in the Hospitality sector. [5]
- (b) Describe the *five* main interpersonal skills required in Hospitality. [5]

Question 7

- (a) What are *food allergens*? Name *any two* food allergens and the allergies caused by them. [5]
- (b) Name and briefly explain *any two* types of menus used in the Food and Beverage Service area of a hotel. [5]

Question 8

- (a) Write a short note on *sustainability*, with reference to the Hospitality sector. [5]
- (b) Mention *any three* types of Soups and *any two* types of Sauces prepared in a hotel kitchen. List the ingredients of these soups and sauces. [5]

Question 9

- (a) What are the *five* main attributes that the accommodation operations personnel should possess? [5]
- (b) Briefly explain *any two* basic factors to be kept in mind while planning a menu and the cost of food associated with it. [5]