
HOSPITALITY MANAGEMENT

(Two hours)

Answers to this Paper must be written on the paper provided separately.

*You will **not** be allowed to write during the first 15 minutes.*

This time is to be spent in reading the question paper.

The time given at the head of this Paper is the time allowed for writing the answers.

*Attempt **all** questions from **Section A** and **any four** questions from **Section B**.*

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

SECTION A (40 Marks)

*Attempt **all** questions from this Section*

Question 1

- (a) State four A's of Tourism (Components of Tourism). [2]
- (b) Give two examples of types of tourism. [2]
- (c) Give two examples of types of hotels. [2]
- (d) What is the abbreviation FSSAI? [2]
- (e) What is the abbreviation HACCP? [2]

Question 2

- (a) Give two main attributes of F&B personnel. [2]
- (b) Give two examples of napkin folds. [2]
- (c) What are a few common phrases used in Operational areas? [2]
- (d) Identify four operational departments in Hotels. [2]
- (e) Identify four basic cutlery used in the Food and Beverage service. [2]

Question 3

- (a) Give a brief description of laundry services in a Hotel. [2]
- (b) Mention any four basic Kitchen equipment. [2]
- (c) Define heritage hotels. [2]
- (d) Name any two countries using dollar as their currency. [2]
- (e) What is the capital and currency of Great Britain? [2]

Question 4

- (a) Briefly explain sports tourism. [2]
- (b) Name two different types of Hotel rooms. [2]
- (c) Name four different types of glassware. [2]
- (d) Write any two functions of the Accommodation operation department. [2]
- (e) What are the four main types of crockery? [2]

SECTION B (60 Marks)

*Attempt any **four** questions from this Section*

Question 5

- (a) State the need for proper personal grooming. [5]
- (b) What are Eco Hotels? [5]
- (c) What are the various attributes of a Food & Beverage professional? [5]

Question 6

- (a) Explain Eco tourism with examples. [5]
- (b) What are Heritage hotels? Explain with two examples. [5]
- (c) What are suites? [5]

Question 7

- (a) Write a short note on safety and security precautions to be taken in a hotel. [5]
- (b) What do you understand by accessibility as a component of Tourism? [5]
- (c) What is the basic role of the Sales and Marketing department in a hotel? [5]

Question 8

- (a) What do you understand by Tourism related to religion? Explain with examples. [5]
- (b) What kind of napkin folds would be used in a wedding? [5]
Explain with material and colours.
- (c) What is the role of the Front Office department in the functioning of a hotel? [5]

Question 9

- (a) What is the importance of etiquette for Hospitality? [5]
- (b) Briefly explain basic meal planning. [5]
- (c) On what basis are Hotels classified? [5]

Question 10

- (a) What are unclassified hotels? [5]
- (b) What is the role of the HR department in the functioning of a hotel? [5]
- (c) What is the difference between single and double occupancy hotel rooms? [5]