

# INTRODUCTION TO HOSPITALITY MANAGEMENT (756)

## Sample Question Paper

### Class XII - 2018-19

Time: 3Hours

Max. Marks:60

#### General Instructions:

1. Question paper is divided into two sections: Section-A and Section- B.
2. Section–A:
  - i. Multiple choice question/Fill in the blanks/Direct Questions of 1 mark each. Answer any 10 questions out of the given 12 questions.
  - ii. Very Short Answer of 2 marks each. Answer any 5 questions from the given 7 questions.
  - iii. Short Answer of 3 marks each. Answer any 5 questions from the given 7 questions.
3. Section–B: Long/Essay type questions of 5 marks each. Answer any 5 questions from the given 7 questions.
4. All questions of a particular section must be attempted in the correct order.
5. Please check that this question paper contains 33 questions out of which 25 questions are to be attempted.
6. The maximum time allowed is 3 hrs.

#### SECTION –A

#### Answer any 10 questions out of the given 12 questions:

1. Palace on wheels a luxury train is an example for \_\_\_\_\_ (1)
2. \_\_\_\_\_ is the backbone of any industry to retain the customers (1)
3. \_\_\_\_\_ is the largest source of revenue for hotels. (1)
4. HRACC stands for \_\_\_\_\_ (1)
5. The primary function of a distribution channel is to bridge the gap between \_\_\_\_\_ and \_\_\_\_\_. (1)
6. Hotels are \_\_\_\_\_ establishment providing boarding and lodging (1)
7. \_\_\_\_\_ is referred to as nerve centre of the front office department (1)
8. The word Hospitality means \_\_\_\_\_ (1)
9. The list of unwanted guest is called a \_\_\_\_\_ (1)
10. A book maintained in all organization and the receptionist which keep all details of accidents which have occurred to employees is called \_\_\_\_\_ (1)
11. A person who has successfully completed a first aid course and has been awarded with a certificate of proficiency in first aid by an institution is called \_\_\_\_\_ (1)
12. Expand PBX \_\_\_\_\_ . (1)

#### Very Short Questions: (2 marks each).

#### Answer any 5 questions out of the given 7 questions:

13. What do you mean by Ecotels? (2)

14. Define Front Office. (2)
15. Name the types of hotels classified based on location and ownership. (2)
16. Who is a Tour Operator? (2)
17. What is Whitney rock? (2)
18. What are the barriers of communication? (2)
19. What is key card locks? (2)

**ShortQuestions: (3marks each).**

**Answer any 5 questions out of the given 7 questions:**

20. Write the characteristics of hospitality industry (3)
21. What is Organizing and its objectives? (3)
22. What are the factors that influence the rate/price for guest rooms in hotel? (3)
23. Define Travel Desk in hotel, (3)
24. What are the duties of Bell Concierge? (3)
25. Write the difference between an excursionist and a tourist (3)
26. What are the common sources of fire in hotel properties? (3)

**SECTION –B**

**Long/Essay type questions (5 marks each).**

**Answer any 5 questions out of the given 7 questions:**

27. Briefly explain the major Hotel chains in India. (5)
28. Explain the Departments in hotel and their functions. (5)
29. Discuss the facilities and services required to get an award of five star deluxe categories for hotels? (5)
30. How travel agents are playing a role of middlemen in selling the services offered by hotels? (5)
31. Explain the process of Guest Cycle with diagram. (5)
32. Elaborate the steps of communication process. (5)
33. Explain the equipments that can be used in hotels to prevent and fight with fire accidents. (5)