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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