

Tourism & Hospitality

(English version)

Time : 2 hours]

[Maximum Marks : 30

SECTION - A

NOTE : (1) Answer **All** the questions.

(2) Draw the diagrams wherever necessary.

I. Select the correct alternative & rewrite the sentences.

5×1=5

1. Give the full form of SOP.

- (A) Simple organization of procedure.
- (B) Sale of point.
- (C) Standard operating procedure.
- (D) Service of people.

2. Which colour coding scheme for cleaning infection control and isolation areas ?

- (A) Red
- (B) Blue
- (C) Green
- (D) Yellow

3. The letter 'R' stands for

- (A) Reserve
- (B) Room cleaner
- (C) Room care
- (D) Rest

4. Which chemical is used as of Glass cleaner ?

- (A) R₁
- (B) R₃
- (C) R₅
- (D) R₇

5. Log book create a

- (A) Report.
- (B) A powerful checklist / Record book.
- (C) Not to need.
- (D) Store keeping.

II. Match the following :

5×1=5

- | | |
|-------------------|---------------------------------------|
| 1. B2B | (a) Keep performance indicator. |
| 2. R ₄ | (b) Guest services. |
| 3. CRM | (c) Business to Business. |
| 4. GS | (d) Furniture polish. |
| 5. KPI | (e) Customer Relationship Management. |

III. State TRUE (or) FALSE for below sentences :

5×1=5

- 1. Leisure guest - Those travelling for pleasure.
- 2. Making the guest feel welcome personally - Hospitality industry.
- 3. Housekeeping department not responsible for public areas.
- 4. Be bossy on your staff.
- 5. Budgeting function of FOM.

SECTION - B

I. Answer the following questions in one sentence. 5×1=5

1. Write any two points of importance of Housekeeping.
2. How many types of Housekeeping services are there in Hotels ?
3. WTO means.
4. AI full form of.
5. Explain of RT.

II. Answer ANY TWO questions : (Short answers). 2×1=2

1. What is Attitude ?
2. Write any three point of the House areas.
3. What is Check - outs ?
4. Whom to be reported in case of the problem is out of your authority ?
5. Write taking messages in HK control desk.

III. Answer ANY TWO questions : (Brief answers). 2×2=4

1. Write importance Registers maintained by House-keeping.
2. Explain Hotel logbook.
3. What are the job role of HR ?
4. What are the importance of Good manners and Etiquettes ?

IV. Answer **ANY ONE** question : (Long answer).

1×4=4

1. What are the tips for handling guest complaints ?
 2. Explain organizational structure of Housekeeping department.
 3. How to preparing for Bed-making ?
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