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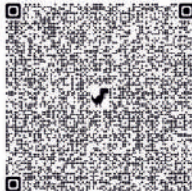
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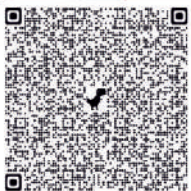
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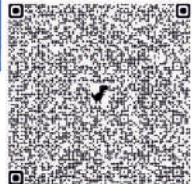
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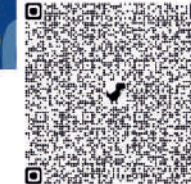
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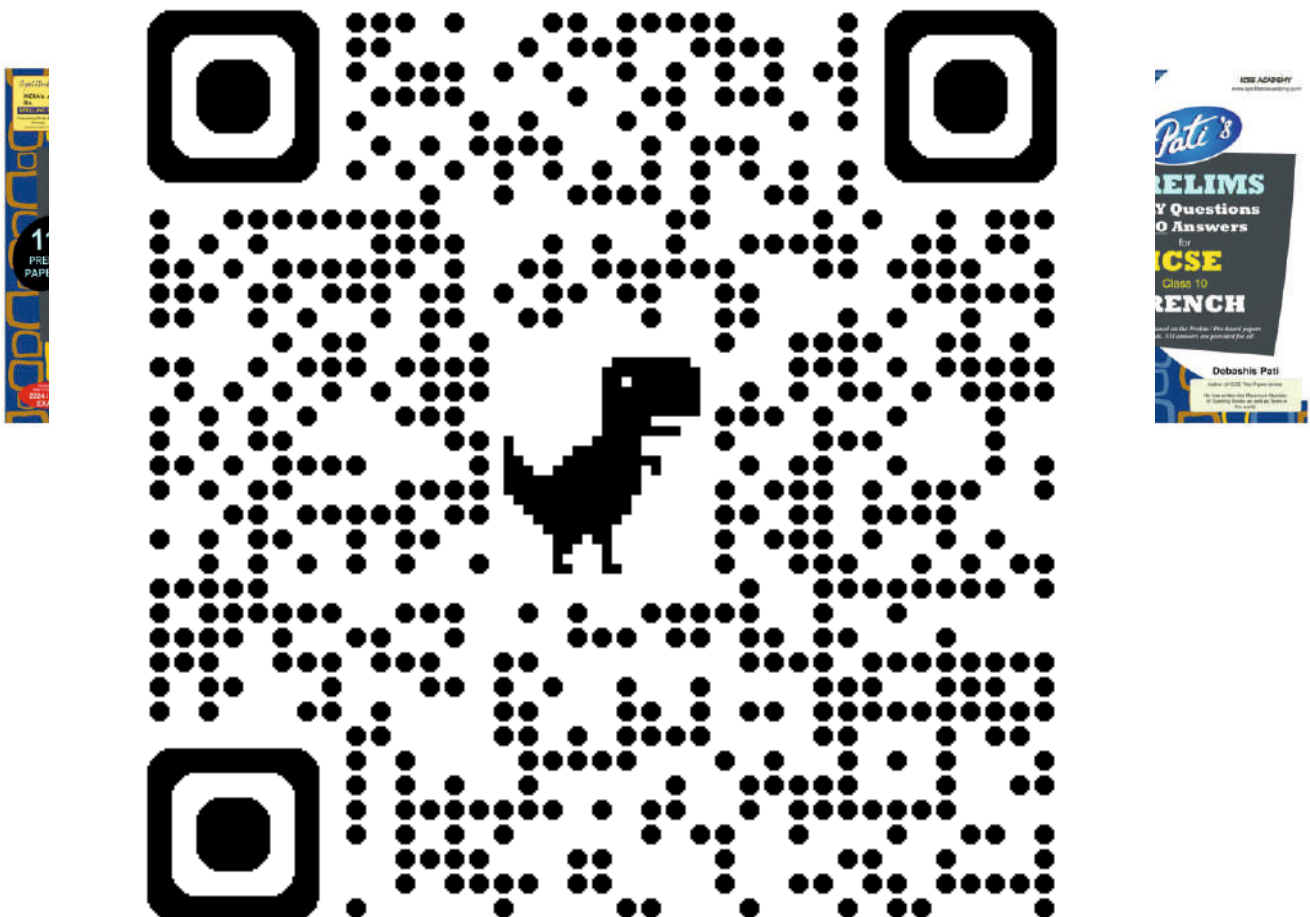
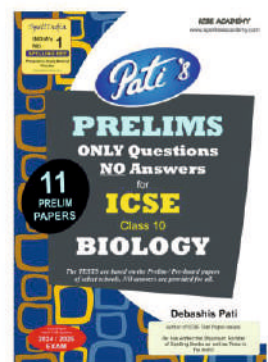
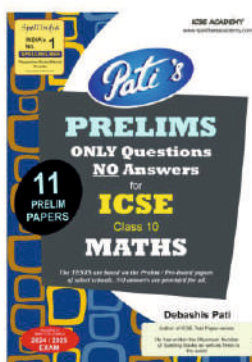
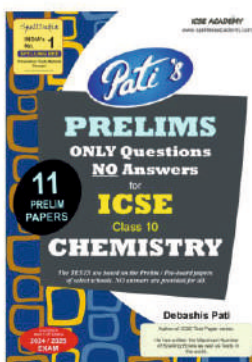
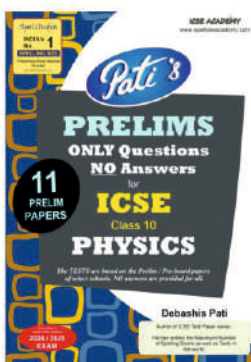
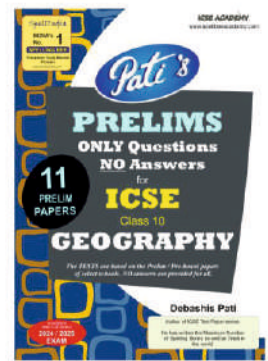
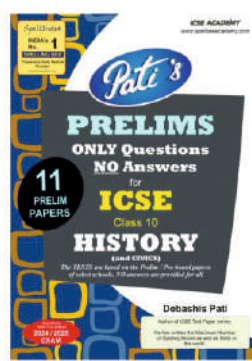
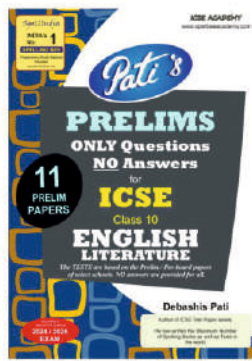
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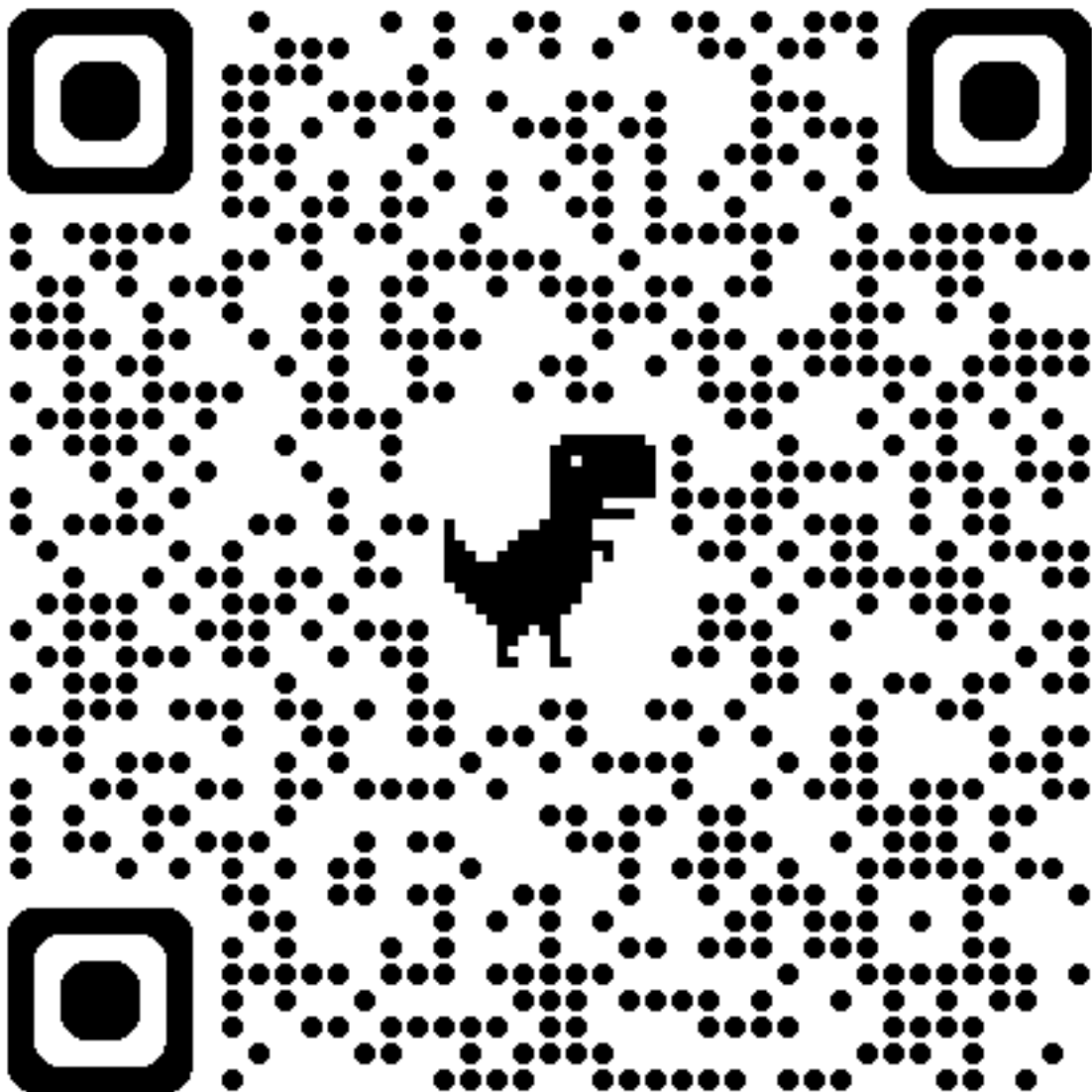
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SPECIMEN QUESTION PAPER
HOSPITALITY MANAGEMENT

Maximum Marks: 100

Time allowed: 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 [].

Instruction for the Supervising Examiner

Kindly read aloud the Instructions given above to all the candidates present in the Examination Hall.

SECTION A

(Attempt **all** questions from this Section.)

Question 1

Choose the correct answers to the questions from the given options.

[20]

(Do not copy the question, write the correct answers only.)

- (i) Hospitality is a blend of being friendly, courteous and knowledgeable; these qualities are a part and parcel of enhancing one's _____.

- (a) attitude
- (b) manners
- (c) personal image
- (d) communication

[Understanding]

- (ii) Study the image and select the correct dialogue to match it.



- (a) You will be served your meal within the next 20 minutes.
- (b) We hope that you have a pleasant stay with us.
- (c) The linen is changed every day.
- (d) What would you like to order for lunch?

[Application]

- (iii) Rhino viewing in Kaziranga National Park, Assam and Tiger safari in Ranthambore National Park, Rajasthan are examples of:

- (a) Religion tourism
- (b) Wildlife tourism
- (c) Education tourism
- (d) Sports tourism

[Understanding]

Study the image and identify the component of tourism:



- (a) Attraction
- (b) Accommodation
- (c) Accessibility
- (d) Activity

[Application]

(v) Leisure tourism does NOT include:

- (a) taking a break from daily routine in Puducherry
- (b) architectural research in Delhi
- (c) trips made for entertainment to Goa
- (d) visiting friends and relatives in Indore

[Knowledge]

(vi) For Anushka, the main motivation of tourism is observation and appreciation of nature along with conservation of the destination she visits. Specify which kind of tourism Anushka likes to indulge in?

- (a) Religious tourism
- (b) Wellness tourism
- (c) Leisure tourism
- (d) Eco tourism

[Analysis]

(vii) Sales and marketing department of a hotel is responsible for:

- (a) maximizing a hotel's revenue
- (b) reservation and registration of guests.
- (c) bill settlement of a resident guest.
- (d) ensure that all facilities and equipment are maintained.

[Analysis]

Identify the type of hotel in the image below:



- (a) Budget hotel
- (b) Boutique hotel
- (c) Heritage hotel
- (d) Ecotel

[Analysis]

(ix) Which department is responsible for the cleanliness, maintenance and aesthetic upkeep of rooms, public areas, back areas and surroundings in a hotel?

- (a) Front office
- (b) Security and maintenance
- (c) Food and Beverage
- (d) Accommodation Operations

[Understanding]

(x) Which among the following is rich in protein?

- (a) Rice
- (b) Fish
- (c) Apple
- (d) Butter

[Recall]

(xi) **Assertion (A):** Laundry services are provided by the Accommodation Operations department of a hotel.

Reason (R): Care of clothing and linen is an important function of the Housekeeping department.

- (a) Both assertion and reason are true and reason is the correct explanation of the assertion
- (b) Both assertion and reason are true but reason is not the correct explanation of the assertion
- (c) Assertion is true but reason is false
- (d) Assertion is false but reason is true

[Understanding]

Choose the correct combination of capital and currency from the following: .

- (a) Kuala Lumpur and Taka
- (b) Singapore and Pound
- (c) Brasilia and Rupee
- (d) Bangkok and Baht

[Recall]

(xiii) The full form of HACCP is Hazard Analysis and _____ Control Points.

- (a) Critical
- (b) Complete
- (c) Care
- (d) Culinary

[Recall]

(xiv) The object in the image is used in a hotel for the purpose of:



- (a) Payments
- (b) Security
- (c) Hygiene
- (d) Maintenance

[Application]

(xv) Which among the following maintains cleanliness and hygiene during the meal as well as enhances the overall presentation of the table setting?

- (a) Napkins
- (b) Crockery
- (c) Cutlery
- (d) Glassware

[Understanding]

Match the following:

- | | |
|----------------------|--|
| A. Sports tourism | 1. students pursuing higher studies out of their city of residence |
| B. Religion tourism | 2. travel for purpose of pilgrimage |
| C. Education tourism | 3. fans travelling to watch the Cricket World Cup |
| D. Medical tourism | 4. travelling for complex surgeries and Treatment |

- (a) A-1, B-2, C-3, D-4
(b) A-4, B-3, C-2, D-1
(c) A-3, B-2, C-1, D-4
(d) A-2, B-1, C-4, D-3

[Knowledge]

(xvii) Arrange the following steps of hotel laundry process in the correct order:

1. Washing and drying.
2. Weighing.
3. Sorting the clothing by colour and fabric type.
4. Folding and Ironing.

- (a) (1), (2), (3), (4)
(b) (2), (1), (3), (4)
(c) (3), (2), (1), (4)
(d) (4), (2), (3), (1)

[Analysis]

(xviii) **Statement 1:** Understanding the Nutrition Facts label on food items can help you make healthier choices.

Statement 2: The label breaks down the amount of calories, carbohydrates, fat, fibre, protein, and vitamins per serving of the food, making it easier to compare the nutrition of similar products.

- (a) Statement 1 is true and Statement 2 is false.
(b) Statement 2 is true and Statement 1 is false.
(c) Statement 2 is the cause for Statement 1.
(d) Statement 1 and Statement 2 are independent of each other.

[Application]

What is the capital of Italy?

- (a) Paris
- (b) Berlin
- (c) London
- (d) Rome

[Recall]

(xx) **Assertion (A):** There are many norms and legalities involved in the safety and security operations of a hotel in comparison to a home.

Reason (R): The safety and security of a hotel is more important than that of a home.

- (a) Both assertion and reason are true and reason is the correct explanation of the assertion
- (b) Both assertion and reason are true but reason is not the correct explanation of the assertion
- (c) Assertion is true but reason is false
- (d) Assertion is false but reason is true

[Application]

SECTION B

(Answer any four questions from this Section.)

Question 2

(i) Etiquette form the backbone of the hospitality industry. Discuss. [5]

[Analysis]

(ii) Explain how personal grooming can prove to be an asset in the hospitality industry? [5]

[Analysis]

The structure of the tourism industry is quite complex involving many components. Keeping this in mind, explain any two A's of Tourism with an example.

[5]

[Recall]

- (iv) Akriti is visiting Chennai for a conference whereas Anubhav is visiting the same destination to have a pleasant holiday. Identify what kind of tourist Akriti and Anubhav are and give three differences between hotel facilities desired by the two types of tourists named by you.

[5]

[Understanding & Analysis]

Question 3

- (i) Study the given image and answer the questions that follow:

[5]



- (a) Name the department of the hotel shown in the image.
(b) This department is most closely related to which other department of the hotel?
(c) Briefly describe any three functions of this department.

[Understanding & Analysis]

- (ii) What is a boutique hotel? Explain with an example.

[5]

[Recall]

- (iii) State the full form of FSSAI and give any four functions of FSSAI.

[5]

[Recall]

- (iv) Name the different food groups and give one source of each group.

[5]

[Recall & Analysis]

ICSE ACADEMY Question 4

- (i) Name any four kitchen equipment and write the use of any one in brief. [5]
[Recall]
- (ii) Why is the Front office department known as the nerve centre of a hotel? Describe any three major functions of the Front Office department. [5]
[Recall & Analysis]
- (iii) Differentiate between single and double occupancy rooms. [5]
[Analysis & Evaluation]
- (iv) Describe any five attributes of a Food and Beverage personnel. [5]
[Recall]

Question 5

- (i) What are the benefits of positive body language to hospitality personnel? [5]
[Recall & Knowledge]
- (ii) Puneet visits a four star hotel and is impressed by the safety and security measures taken by the hotel management. Keeping the above statement in mind answer the following questions: [5]
- (a) Name any two common safety and security measures taken by a hotel.
- (b) Give three differences between the safety and security measures taken at a hotel to those taken at home, especially with regard to fire and electricity. [Recall & Understanding]

- (iii) Read the passage given below and answer the questions which follow: [5]

Guests at the Kaliveli Lake Inn are encouraged to kick back, relax, and enjoy the sunshine on Lake Kaliveli, indulging in the “vacation state of mind.” Spanning 186 acres of lakefront area, this island-themed property is only an hour outside of the main city. The property is perfect for families and adults alike, with amenities

ranging from an 18,000 sq. foot spa to the 3.5 acre Water Park and lazy river. With over 72,000 feet of indoor-outdoor meeting and event rooms, this location's space and internet capabilities can support any kind of event from formal to informal and personal to business.

- (a) Under which category of hotels will you place the above property?
- (b) According to you, primarily which type of tourist visits this property?
- (c) Name any one activity which may be enjoyed by guests staying at this property?
- (d) If you were in the Sales and Marketing department of this hotel, give two ways in which you would have promoted this hotel to increase business?

[Analysis &
Create]

- (iv) Creative napkin folds are the perfect example of how the smallest details can make a lasting impact. Name any two napkin folds most commonly used for weddings, also explain the colour, material and size used for such a fold. [5]

[Analysis &
Application]

Question 6

- (i) Define suites and name any two types of suites. [5]
[Recall]
- (ii) Name any five areas and causes of fire in a hotel against which precautionary measures must be taken. [5]
[Recall & Analysis]
- (iii) Write a short note on Ecotourism. [5]
[Recall & Understanding]
- (iv) Why is it important to follow Food safety norms in a hotel? [5]

[Knowledge]

- (i) Consider the following situation and answer the questions which follow: [5]

Two couples walk-into a five star Indian hotel, they were of French nationality and asked for room reservations. They asked for two double rooms, unfortunately double rooms were not available. As the guests were very impressed by the hotel they asked for other suitable options.

- (a) Name the capital of France.
(b) What is the currency of France?

If you were at the front desk:

- (c) Which room option will you give to the guest instead of a double room?
(d) Name any two facilities available at your hotel about which you will tell the guests.

[Recall & Application]

- (ii) What is meant by meal planning? State any three advantages of meal planning [5]

[Recall And Analysis]

- (iii) Why is it important to be “professionally sound” in the hospitality industry? [5]

[Analysis & Evaluation]

- (iv) Define polite speech. Give any three examples of the same used during ‘meeting and greeting’ guests in operational areas of hospitality. [5]

[Recall & Application]

Question 1		[20]
(i)	(c) personal image	
(ii)	(b) We hope that you have a pleasant stay with us.	
(iii)	(b) Wildlife tourism	
(iv)	(c) Accessibility	
(v)	(b) architectural research in Delhi	
(vi)	(d) Eco tourism	
(vii)	(a) maximizing a hotel's revenue	
(viii)	(c) Heritage hotel	
(ix)	(d) Accommodation Operations	
(x)	(b) Fish	
(xi)	(a) Both assertion and reason are true and reason is the correct explanation of the assertion	
(xii)	(d) Bangkok and Baht	
(xiii)	(a) Critical	
(xiv)	(b) Security	
(xv)	(a) Napkins	
(xvi)	(c) A-3, B-2, C-1, D-4	
(xvii)	(c) A-3, B-2, C-1, D-4	
(xviii)	(c) Statement 2 is the cause for Statement 1.	
(xix)	(d) Rome	
(xx)	(c) Assertion is true but reason is false	
Question 2		
(i)	Etiquette, the complex network of rules that govern good behavior and our social and business interactions, is always evolving and changing as society changes. It reflects our cultural norms, generally accepted ethical codes, and the rules of various groups we belong to. It helps us show respect and consideration to others and makes others glad that we are with them.	[5x1]

	<ul style="list-style-type: none"> • Always look neat and presentable, and ensure you are well-spoken. The number one rule in this industry is always to look and sound your best. First impressions count - ensure that your clothes are neat, that you are well groomed and look presentable, and that you communicate clearly and effectively. Engaging in meaningful and intelligent conversation will allow you to gain the respect of your employer, co-workers and customers. • Be courteous and always willing to help others. Helpfulness, support and going the extra mile are crucial factors that employers look for. If you are helpful towards others and are always willing to provide assistance where it is needed, rest assured that it will not go unnoticed. • Anticipate your customer's needs. Going the extra mile for your customers is the epitome of great customer service, so always try and anticipate what your customer might need. This can be done by putting yourself in their position and thinking about what you would have wanted. • Treat all customers equally. In the hospitality industry you will come across many different types of customers, and it is important to always provide the same standard of service to all your customers. • Always be punctual. When you work in the hospitality industry you are very often required to work shifts. For this reason you need to ensure that you are punctual and reliable. Do not skip any shifts or think it is acceptable to arrive late. By being punctual, you will show your employer that you are dedicated and responsible. <p style="text-align: center;"><i>(Above or similar points will be acceptable)</i></p>	
(ii)	<p>Grooming is exceptionally important in hospitality industry. How you look, dress and present yourself expresses a lot about your approach towards guests. Since you are the face of your organisation, no matter what your job role is, grooming makes you and as an extension your organisation presentable.</p> <ul style="list-style-type: none"> - Shower daily: One must always be clean and hygienic in appearance and must take a bath every day. - Uniform and Name Tag: Uniform is the company's identity that we have to represent positively. We need to keep our uniform clean, tidy and free of stains and tears. Only plain simple black leather belts are allowed. <p>Nametags make life easier for our guests and for our fellow associates. To guests, our nametags show that we are someone they can ask for assistance. To fellow employees, it helps create a positive environment when we call each other by name.</p> <ul style="list-style-type: none"> - Tattoo and Piercing: Visible body piercing and tattoo are not permitted. Face or tongue or other visible body piercings must be removed before commencing every shift. - Hair: Our haircut must always be properly maintained in a neat condition. We need to shampoo regularly. Other things that we need to consider are: <ol style="list-style-type: none"> 1) Utilization of hair wig is not allowed. 2) No hair-doing in the working area, especially not in front of our guests. 3) Hair bangs must be kept above eye-brows, no hair covering your eyes. 4) Hair accessories must be kept simple and black in color. 	[1x5]

	<ul style="list-style-type: none"> - Shoes, Socks and Hosiery <ol style="list-style-type: none"> 1) Simple plain black socks and hosiery. 2) Plain black lace style or plain black slip on style shoes with low heels. 3) Non-slip sole to avoid injury. 4) No sandals, open toed or strap shoes are permitted. 5) Well-polished shoes at all time. - Nail: Only clean, trimmed and well-manicured finger nails are allowed. <ol style="list-style-type: none"> 1) Nail longer than the fingertips are not permitted. 2) Artificial nails and nail arts are not permitted. 3) Only clear or natural nail polish is permitted. - Make Up <ol style="list-style-type: none"> 1) Present a polished, professional, five-star image. 2) Look natural, be well applied, with no garish colours. 3) Earth and Natural Colour are highly recommended. <p style="text-align: center;"><i>(Any 5 points from the above or similar points will be acceptable)</i></p> 	
(iii)	<p>The structure of the tourism industry is quite complex involving many components. Keeping this in mind, explain any two A's of Tourism with example. <i>(Half mark each for two names, 2 each for explanation and example)</i></p> <p>Attraction: It is the most important element and object that attract people to travel. It includes cultural sites, archeological sites, historical buildings and monuments or scenery like flora & fauna, beach, resorts, mountains, national parks. It also includes events like trade fairs, exhibitions, sports events etc. It is the preconditions of travel. It attracts the people and provides pleasure. It attracts and attaches people to enjoy and involve in tourism activities.</p> <p>Example: Khajuraho Temple, Colva beach, Taj Mahal etc.</p> <p>Accessibility: It is important key factor for the development of tourism. Attraction may be wherever but without accessibility tourists cannot reach that place or destination. It is the mode of transportation which helps the tourist to reach the destination.</p> <p>Example: Train, Bus, air-flights, cars, cruise ships.</p> <p>Accommodation: It includes food & lodging facilities for the guest. It should be comfortable and hygienic with basic services and facilities for the guests.</p> <p>Example: 5 star hotels, guest houses, dharamshalas.</p> <p>Amenities: Amenities include (access to) basic facilities and services that help a visitor feel comfortable and secure in your destination. Sometimes referred to as the "pleasantness" of a place, they play an important role in shaping the visitor experience.</p> <p>Example: public restrooms, signage, connectivity, emergency services, postal facilities, good roads, sidewalks, safe drinking water, local transportation</p> <p style="text-align: right;"><i>(Any two names from above with similar explanation and appropriate examples will be acceptable)</i></p>	(1+2+2)

Akriti is visiting Chennai for a conference whereas Anubhav is visiting the same destination to have a pleasant holiday. Identify what kind of tourist Akriti and Anubhav are and give three differences between the facilities each expects from their respective hotels.

(2+3)

(2 for naming the type of tourist and one for each difference)

Akriti is a business tourist and Anubhav is a leisure tourist.

S.No	Business tourist	Leisure tourist
1.	Conference room	Spa facility
2.	Secretarial services	Sightseeing tours
3.	Stable internet facility	Entertainment facilities throughout the day
4.	Evening sightseeing facility	Variety of food
5.	Purpose: conference, meetings etc,	Purpose: relaxation, recreation etc.

(Any three from above or similar will be acceptable)

Question 3

- (i)
- (a) Food and Beverage department [1]
 - (b) Food Production department [1]
 - (c)
 1. Greeting the guests [3]
 2. Seating the guests
 3. Presenting them with the menu
 4. Explaining the dishes from the menu, if required
 5. Taking food and beverage orders from the guest
 6. Serving food and beverage to the guests,
 7. Presenting them with the bill.
 8. Taking payment
 9. Seeing them off courteously.
 10. Planning menu

(Any three from the above or similar points, briefly explained will be acceptable)

- (ii) [4+1]

(Four marks for explanation and one mark for example)

A boutique hotel is an intimate, design-led property which distinguishes itself from larger chain/branded hotels by providing guests with ultra-personalized service and accommodation. But more than that, there's a unique set of characteristics that define a boutique hotel.

Boutique hotels are typically small, with 10 to 100 rooms. They are intimate in scale, creating the ambiance of being a personal guest in a private home, rather

	<p>than just a hotel occupant. They often have communal “living spaces” where guests can interact.</p> <p>Specific rules for a hotel to be called “boutique” are not given, but, as in every artistic or architectural style, there are at least some guidelines that are usually followed:</p> <ul style="list-style-type: none"> • A Boutique Hotel is small. It should not have more than 100 rooms, because it has to offer a personal touch to every guest. • It is an independent hotel, or part of an “only-boutique” chain. • It is located in the city center or in a very trendy area, usually the main shopping one. • It features a designer decor, with all the newest technological gadgets. • It feels part of the place where it is located, for example offering local food. • A Boutique Hotel is not only rooms; it gathers people because it is trendy and cool to gather in its lobby, restaurant and bar. Do not be surprised if the Restaurant Chef is a very famous one. <p>Examples of Boutique Hotels: Boutique Brand, like “W” and “aloft” within the giant Starwood chain, or the “Indigo” owned by InterContinental Hotels Group and Moxy, by Marriott.</p> <p><i>(Any four valid points for the explanation and one appropriate example will be acceptable)</i></p>	
<p>(iii)</p>	<p><i>(one mark for the full form and four marks for the functions)</i></p> <p>Food Safety and Standards Authority of India (FSSAI)</p> <p>The important functions of FSSAI:</p> <ul style="list-style-type: none"> • Framing of Regulations to lay down the Standards and guidelines in relation to articles of food and specifying appropriate system of enforcing various standards thus notified. • Laying down mechanisms and guidelines for accreditation of certification bodies engaged in certification of food safety management system for food businesses. • Laying down procedure and guidelines for accreditation of laboratories and notification of the accredited laboratories. • To provide scientific advice and technical support to Central Government and State Governments in the matters of framing the policy and rules in areas which have a direct or indirect bearing of food safety and nutrition. • Collect and collate data regarding food consumption, incidence and prevalence of biological risk, contaminants in food, residues of various, contaminants in foods products, identification of emerging risks and introduction of rapid alert system. • Creating an information network across the country so that the public, consumers, Panchayats etc receive rapid, reliable and objective information about food safety and issues of concern. • Provide training programmes for persons who are involved or intend to get involved in food businesses. 	<p>[1+4]</p>

	<ul style="list-style-type: none"> Contribute to the development of international technical standards for food, sanitary and phyto-sanitary standards. Promote general awareness about food safety and food standards. <p style="text-align: center;"><i>(Any four from the above will be acceptable)</i></p>	
(iv)	<p><i>(Half mark for each name of the food group and half mark each for the source)</i></p> <ol style="list-style-type: none"> Carbohydrates: Source: pasta, rice, cereals, breads, potatoes, milk, fruit, sugar, noodles and other grains. Protein: Source: dairy, legumes, nuts, seafood, lean meat, fish, poultry, eggs, nuts and legumes. Dairy products: Source: milk, yoghurt, cheese and/or alternatives Fruit and vegetables: Source: By eating a wide variety of fruit and vegetables, we get a range of the important nutrients they contain. Fats and sugars: Source: oils, butter, margarine, nuts, seeds, avocados and olives, meat and seafood. <p style="text-align: center;"><i>(Different but appropriate examples of sources will also be acceptable)</i></p>	[1x5]
Question 4		
(i)	<p><i>(half a mark each for four names and 3 marks for explanation of use)</i></p> <ol style="list-style-type: none"> Mixers: Vertical mixers are important and versatile tools for many kinds of food mixing and processing jobs, both in the bakeshop and in the kitchen. Food Cutter: The food cutter or food chopper, familiarly known as the “buffalo chopper,” is a common piece of kitchen equipment used for general chopping of foods. A variety of attachments make it a versatile tool. Slicer: The slicer is a valuable machine because it slices foods more evenly and uniformly than can be done by hand. Thus it is valuable for portion control and for reducing cutting loss. French knives or chef’s knife: Most frequently used knife in the kitchen, for general purpose chopping, slicing, dicing and so on. Blade is wide at the heel and tapers to a point, blade length of 10 inches (260 mm) is most popular for general work. Larger knives are for heavy cutting and chopping. Smaller blades are for more delicate work. Vegetable peeler: Short tool with a slotted, swiveling blade. Used for peeling vegetables and fruits. Cutting board: This is an important partner to the knife. Hard wood boards are favored by many chefs. Hard rubber or plastic boards are thought to be 	[½x4+3]

	<p>more sanitary, but there is some evidence that bacteria survive longer on plastic and rubber than wood. Cutting boards must be kept very clean.</p> <p>(g) Microwave Ovens: In these ovens, special tubes generate microwave radiation, which creates heat inside the food.</p> <p>(h) Deep Fryers: A deep fryer has only one use – to cook foods in hot fat. Yet because of the popularity of fried foods, this function is an important one. Automatic deep fryers are powered by either gas or electricity and have thermostatic controls that maintain fat at preset temperatures. Automatic fryers remove food from the fat automatically after a present time.</p> <p>(i) Pressure fryers are covered fry-kettles that fry foods under pressure. Foods cook faster, even at a lower temperature.</p> <p>(j) Range Tops: The range is still the most important piece of kitchen equipment in the kitchen, even though many of its functions have been taken by other tools, such as steamers, steam kettles, tilting skillets, and ovens.</p> <p><i>(Any four equipment names from the above or other appropriate kitchen equipment and use of one will be acceptable)</i></p>	
(ii)	<p><i>(2 marks for the explanation of Front Office and 3 marks for the functions)</i></p> <p>The Front Office is also called the nerve centre of a hotel. It can be defined as a front of the housing department located around the foyer and the lobby area of a hospitality property. As this department is located around the foyer area of the hotel and is visible to the guests, patrons and visitors, they are collectively called “Front Office”.</p> <p>Should guests have any problems or require to appreciate or comment, they would normally go directly to the Front Office, because it is convenient to contact and converse with other departments. Therefore, this department is the direct delegate to link the work and report the consequence to other departments.</p> <p>This department is one of the major operational and revenue-producing departments of the hotel which generates two-thirds of the revenue earned by a hotel from the sale of the guest rooms. It involves in providing valuable services to the guests during the entire guest cycle consisting of Pre-arrival, Arrival, Occupancy and Departure.</p> <p>Functions of Front Office Department</p> <ol style="list-style-type: none"> 1. Traditional Front Office functions include reservation, registration, room and rate assignment, guest services, room status, maintenance and settlement of the guest account, and creation of guest history records. 2. The Front Office develops and maintains a comprehensive database of guest information, coordinates guest services, and ensures guest satisfaction. These functions are accomplished by personal in diverse areas of Front Office Department. 3. The front office is also known as the face of the hotel. It is the first guest contact area and also the nerve centre of the hotel. All the activities and areas of the front office are geared towards supporting guest transaction and services. <p><i>(Any three main functions from the above or other valid functions will be acceptable)</i></p>	[2+3]

S.No.	Single Occupancy	Double Occupancy	[1x5]
1.	provided with single bed	provided with double bed	
2.	meant for one person only	meant for two persons	
3.	amenities for one person only	amenities for two persons	
4.	space is small and limited	space is comparatively large	
5.	its more expensive than single room	its more expensive than single room	

(The above five or other valid points will be acceptable)

(iv)	<ol style="list-style-type: none"> 1. Professional and hygienic appearance: How you look and the first impressions you create are seen as a reflection of the hygiene standards of your establishment and the quality of service to come. Therefore, a neat, sanitized and hygienic personal cleanliness and appearance must be maintained with regards to personal hygiene and odor, uniform and accessories, hair and makeup etc. 2. Knowledge of food and beverage and technical ability: The staff must have sufficient knowledge of all the items on the menu and wine and drink lists in order to advise and offer suggestions to customers. In addition, they must know how to serve correctly each dish on the menu, what its accompaniments are, the correct cover, and the make-up of the dish and its garnish. For beverage service the staff should know how to serve various types of wine and drink, in the correct containers (e.g. glasses, cups) and at the right temperature. 3. Punctuality: Punctuality is all important. If staff is continually late on duty it shows a lack of interest in their work and a lack of respect for the management and customers. 4. Local Knowledge: In the interest of customers the staff should have certain knowledge of the area in which they work so they may be able the guests on the various forms of entertainment offered, the best means of transport to place of interest and so on. 5. Personality: Staff must be tactful, courteous, good humoured and of even temper. They must converse with the customer in a pleasing and well-spoken manner and the ability to smile at the right time pays dividends. 6. Attitude to customers: The correct approach to the customers is of the utmost importance. Staff must provide service but should not be servile, and should be able to anticipate the customers' needs and wishes. A careful watch should be kept on customers during the service (but without starting) to check the progress of the meal. 7. Memory: A good memory is an asset to food and beverage service staff. It may help them in various ways in their work if they know the likes and dislike of customers, where they like to sit in the food service area, what are their favourite drinks, and so on. 	[1x5]
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8. Honesty: Trust and respect the triangle of staff, customers and management relationships leads to an atmosphere at work that encourages efficiency and a good team spirit among the food and beverage service operations.
9. Loyalty: The staffs obligations and loyalty are firstly to the establishment in which they are employed and its management.
10. Conduct: Staff conduct should be impeccable at all times, especially in front of customers. The rules and regulations of an establishment must be followed and respect shown to all senior members of staff.
11. Sales ability: All members of staff reflect the image of the establishment. They are sales people and must therefore have a complete knowledge of all forms of food and drink and their correct service, and so be able to contribute to personal selling and merchandising.
12. Sense of urgency: In order for the establishment to generate the maximum amount of business over the service period, with as high a net profit as possible, staff must develop a sense of urgency in their work.
13. Handling of Complaints: Staff should have a pleasant manner and show courtesy and tact, an even temper and good humour. They should never show their displeasure even during a difficult situation. Staff should never argue with a customer and if they are unable to resolve a situation, it should be referred immediately to a senior member of the team who will be able to reassure the customer and put right any fault. Remember, loss of time In dealing with complaints only makes the situation worse.
14. Contribution to the team: Above all, staff should be able to cork as part of a team within and between departments.

(Any five from above or similar points will be acceptable)

Question 5

(i)

(1 for the benefit of body language and 4 for naming and explaining the four components)

[1+4]

Today, the term has assumed so much importance and prominence in all spheres of life that without a positive body language, none of us can survive in the professional arena, personal lives, and in the world, in general.

Body language comes into picture not only during normal conversations, but also during formal discussions, interviews, group discussions, panel meetings, etc. Proper body language not only conveys the right message to the recipient, but also attracts or repels the recipient.

Body language is defined as the non-verbal communication between two individuals or a group of individuals through physical behaviours such as:

- limb movements: The posture and the limb movement of a person indicate a lot about the confidence of a person.
- facial expressions: Facial expression give an insight into the emotions of a person.
- eye movements: Eye movement define interest and confidence.
- hand gestures: Hand gestures are emotive and expressive.

(above or similar points of importance will be acceptable)

<p>(ii)</p>	<p>(2 marks for safety measures and 3 marks for the differences)</p> <p>(a)</p> <ul style="list-style-type: none"> • Fire extinguishers at appropriate places • CCTV cameras at appropriate places • Adequate lighting throughout the property • Checking of person, baggage and luggage at all entry points <p style="text-align: center;"><i>(Any two from the above or other valid points)</i></p> <p>(b)</p> <table border="1" data-bbox="252 622 1273 927"> <thead> <tr> <th>S.No</th> <th>Hotel Security</th> <th>Home Security</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Fire extinguishers at appropriate places</td> <td>Not mandatory</td> </tr> <tr> <td>2.</td> <td>CCTV cameras at appropriate places</td> <td>Not mandatory</td> </tr> <tr> <td>3.</td> <td>Adequate lighting throughout the property</td> <td>Not mandatory</td> </tr> <tr> <td>4.</td> <td>Checking of person, baggage and luggage at all entry points</td> <td>Not mandatory.</td> </tr> </tbody> </table> <p style="text-align: center;"><i>(Any three from above or similar points will be acceptable)</i></p> <p style="text-align: center;">-</p>	S.No	Hotel Security	Home Security	1.	Fire extinguishers at appropriate places	Not mandatory	2.	CCTV cameras at appropriate places	Not mandatory	3.	Adequate lighting throughout the property	Not mandatory	4.	Checking of person, baggage and luggage at all entry points	Not mandatory.	<p>[2+3]</p>
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<p>(iii)</p>	<p>(a) Resort hotel / Eco hotel</p> <p>(b) Leisure tourist</p> <p>(c) Water sports/activities</p> <p>(d)</p> <ul style="list-style-type: none"> • Promote the property to business corporate houses for business tourism • Promote the property for events like destination weddings etc. <p style="text-align: center;"><i>(The above two or other appropriate points will be acceptable)</i></p>	<p>[1+1+1+2]</p>															
<p>(iv)</p>	<p>(2 marks for naming the fold and 1 each for the colour, material and size.)</p> <ul style="list-style-type: none"> • Rose or Heart folds are often used at weddings. • Red and Pink colour is common or a colour according to the theme, if any. • Usually cotton or linen material is used for napkins • The size of a napkin varies between 16 inches to 21 inches (a napkin is a perfect square) <p style="text-align: center;"><i>(Above or other valid answers will be acceptable)</i></p>	<p>[2+1+1+1]</p>															
<p>Question 6</p>																	
<p>(i)</p>	<p>(3 marks for the definition and 2 marks for the two examples)</p> <p>A suite is a large apartment-like layout with separate living area, one or two bedrooms with attached bathrooms and/or powder rooms and most times, a dining area as well with solid partition like a door, preferred by families with young kids or one or more couples traveling together.</p> <p style="text-align: center;"><i>(Three points from above or other valid points)</i></p>	<p>[3+2]</p>															

	<p>Examples: Presidential suite, Penthouse suite, Junior suite etc.</p> <p><i>(Any two examples from above or other valid examples will be acceptable)</i></p>	
(ii)	<p>1. Electrical appliances: In hospitality buildings such as hotels, there can be a huge number of electrical appliances throughout, from lamps and kettles to hairdryers and irons. The growing number of appliances in each hotel room means the risk of them causing a fire is also increasing.</p> <p>Management should ensure that all electrical appliances are PAT tested annually to ensure they are safe to use and any potential degradation is identified early. Appropriate fire extinguishers should also be provided in all rooms and all communal areas and corridors.</p> <p>2. Kitchen and Cooking equipment: Another common cause of fire in the hospitality industry is cooking equipment. Cooking oils are combustible materials that are frequently used in restaurants and kitchens and can easily start a fire. Faulty or unsupervised equipment is also a common cause of fire.</p> <p>It's important that appliances and equipment are used correctly and not left unsupervised.</p> <p>3. Cigarettes: Given the number of people, both employees and guests, that can be in a hospitality venue at one time, the risk of cigarettes causing a fire is high. It's important that bins or ashtrays are clearly visible and accessible within the designated smoking area(s) in order for individuals to put out and dispose of their cigarettes correctly and safely.</p> <p>4. Cluttered Exit Routes: This is an easily avoidable, yet a surprisingly common cause of fire. Firstly, establishing clear exit routes is absolutely vital to the fire safety of any property; in the event of a fire, people need to be able to leave the property quickly and safely to minimise panic and the risk of injury.</p> <p>Cluttered exit routes not only prevent this from happening, but they also pose a fire risk in themselves. Storing boxes, rubbish or other materials near a fire exit might be the easiest thing to do, but these items can catch fire easily and quickly, leaving you very little time to react and will block vital escape routes.</p> <p>5. Intentional Fires: Unfortunately, no matter how many fire safety precautions you take, there's always a chance that someone will try to start a fire on purpose. Arson attacks are the most serious forms of deliberate fire starting, but something comparatively less serious like a small bin fire, candles and heating equipment malfunction can easily spread and become catastrophic if not dealt with quickly and properly.</p> <p><i>(Above or other valid answers will be acceptable)</i></p>	[1x5]
(iii)	<p>Ecotourism includes:</p> <ul style="list-style-type: none"> All nature-based forms of tourism in which the main motivation of the tourists is the observation and appreciation of nature as well as the traditional cultures prevailing in natural areas. Service provider partners at the destinations tend to be small, locally owned businesses. 	[1x5]

	<ul style="list-style-type: none"> • It minimises negative impacts upon the natural and socio-cultural environment. • It supports the maintenance of natural areas which are used as ecotourism attractions by: <ul style="list-style-type: none"> (a) Generating economic benefits for host communities, organisations and authorities managing natural areas with conservation purposes; (b) Providing alternative employment and income opportunities for local communities; (c) Increasing awareness towards the conservation of natural and cultural assets, both among locals and tourists. <p><i>(Any five points from the above or other similar points will be acceptable)</i></p>	
(iv)	<p>Food safety is important for the following reasons:</p> <ul style="list-style-type: none"> • If food or drink is not safe to eat, you cannot eat or drink. The easiest example of this is safe drinking water. We would never drink water that did not come from a reputable source. The very same principle applies to food. • Every day, people worldwide get sick from the food or drink they consume. Bacteria, viruses and parasites found in food can cause food poisoning. • There is no immediate way of telling if food is contaminated because you cannot see, taste or smell anything different from the normal thus being careful at the time of preparation is even more important. • Food poisoning can lead to gastroenteritis and dehydration or potentially even more serious health problems such as kidney failure and death. • This risk is especially significant for those in the high-risk category: Small children/ babies, pregnant moms, the elderly and immuno-compromised, especially HIV infections and cancer patients. • Food hygiene and safety prevent germs from multiplying in foods and reaching dangerous levels. • Ensures daily healthy family living. • Keeping one healthy and preventing the additional cost of buying medication and medical check-ups. This is especially important in business. Companies worldwide lose Billions of Dollars per year due to staff downtime and law suits. <p><i>(Any five from above or other valid answers will be acceptable)</i></p>	[1x5]
Question 7		
(i)	<ul style="list-style-type: none"> (a) Paris (b) EURO (c) A suite with two bedrooms (d) Ayurvedic treatments, spa treatments, antique shop etc. <p><i>(Any two from these or other valid examples will be acceptable)</i></p>	<p>[1]</p> <p>[1]</p> <p>[1]</p> <p>[2]</p>

<p>(ii)</p>	<p><i>(half mark each for meal planning and three points for advantages)</i></p> <p>A meal plan is any strategy used to map out what you're going to eat. This term may refer to planning and following a specific diet, with all nutrients in required proportion amount or it may just indicate the process of thinking through what you plan to eat beforehand.</p> <p>Meal planning helps to ensure you're eating a variety of different foods, and it can help you eat more fruit and vegetables, which can help reduce the risk of chronic lifestyle diseases. By following a healthy meal plan, it will also help ensure you're eating the right foods in the right portions.</p> <p><i>(Any two from these or other valid points will be acceptable)</i></p> <p>Meal planning is both art and science: art in the skilful blending of color, texture, flavor, taste, appearance, attractiveness, pleasantness of surrounding and cheerful mind and science in wise choice of food for optimum nutrition and digestion (palatable appetite) keeping in mind budget of food expenditure, customer's physical, social, psychological needs (food preference), economize on time, fuel, energy (cooking method to retain maximum), religion, tradition, custom, time schedule, occasions, their size and composition, seasonal quality food with age, occupation and health condition of members</p> <p><i>(Any three from these or other valid points will be acceptable)</i></p>	<p>[½x4+3]</p>
<p>(iii)</p>	<p>Professional workplace behavior is necessary for the long-term success of a business, whether it's a big corporation or small business. Employee interactions and relationships with customers are of vital importance to ensure that company goals and objectives are met. A professional work place attitude and appearance allow employees to take pride in their work and improve worker performance. Managers who behave professionally set an appropriate example by encouraging their people to conduct themselves in a manner that supports company-wide success.</p> <ol style="list-style-type: none"> 1. Establishes Appropriate Boundaries: Professionalism in the work place establishes boundaries between what is considered appropriate office behaviour and what is not. While most managers support an enjoyable and vibrant work environment, limits must be put in place to avoid conflicts and misunderstandings. Workers who conduct themselves professionally steer clear of crossing the line with their conversations and other interactions with co-workers, superiors and clients. 2. Encourages Personal Improvement: A business environment in which employees dress and operate professionally is more conducive for success. For example, professional dress codes are understood to support career development and personal growth in the work place. That's because workers who dress and act professionally feel better about themselves and are encouraged to perform better for their clients. 3. Promote and Maintain Accountability: Companies that interact directly with clients are obligated to provide the best services possible and present their company in the best possible light. Professionalism counts when providing written information to clients. Professionally written company reports, business plans or other correspondence help businesses remain accountable with their level of service. The impression given in the paperwork submitted is important in enforcing the right impression about your business. 	<p>[1x5]</p>

	<p>4. Establishes Respect for Authority, and Yourself: Professionalism in business establishes respect for authority figures, clients and co-workers. Maintaining a professional demeanor limits gossip and inappropriate personal conversations that could be considered disrespectful. Keeping a professional attitude with clients who behave inappropriately demonstrates the level of respect an employee has for the customer and the business partnership.</p> <p>5. Boosts Respect and Minimizes Conflict: Conflicts are less likely to arise in a professional business environment. Workers who respect each others' boundaries and conduct themselves professionally rarely have disagreements that cannot be resolved efficiently. Professionalism in business also benefits diverse environments in which business people and their clients have several different perspectives and opinions. Professional behavior helps business people avoid offending members of different cultures or backgrounds.</p> <p style="text-align: center;"><i>(Above or similar points will be acceptable)</i></p>	
(iv)	<p>(2 marks for defining polite speech and 3 marks for three examples)</p> <p>Polite speech can be categorised by the use of phrases that show regard for others, it is said for the sake of sounding welcoming and responsible and not offensive at any cost.</p> <p style="text-align: center;"><i>(Any two points or similar from above)</i></p> <ol style="list-style-type: none"> 1. "I Am Happy To Assist You" 2. "We Appreciate Your Valuable Time and Feedback" 3. "Welcome to Hotel XYZ." 4. "Is There Anything Else I Can Do For You" 5. "We will look into the matter immediately." <p style="text-align: center;"><i>(Any three points or similar from above will be acceptable)</i></p>	[2+3]

ICSE 2024 EXAMINATION
SPECIMEN QUESTION PAPER
HOSPITALITY MANAGEMENT

Maximum Marks: 100

Time allowed: 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

*(Attempt **all** questions from this Section.)*

Question 1

Choose the correct answers to the questions from the given options.

[20]

(Do not copy the question, write the correct answers only.)

- (i) English phrases used in operational areas of Hospitality should be:
- (a) simple, clear and professional
 - (b) formal and polite
 - (c) friendly and welcoming
 - (d) all of the above
- (ii) What is true about personal grooming?
- (a) It has no relation with personality of employee.
 - (b) It is a combination of style and discipline.
 - (c) It does not project ethics to guests.
 - (d) It is not an image of the organization's culture.

- (iii) Why is positive body language important for a hospitality personnel?
- (a) It displays authority.
 - (b) It can break deals, even leading to loss of network for people.
 - (c) It helps us to be open to other people and be approachable.
 - (d) It creates discomfort and likeability issues.
- (iv) It is easy to train someone to do a job, but it's very hard to train someone with poor attitude to be highly motivated. Example of positive attitude is:
- (a) not listening to instructions from leaders.
 - (b) communication barrier.
 - (c) enthusiastic, cheerful and generous outlook.
 - (d) not a team player.
- (v) The customary code of polite behaviour in Hospitality.
- (a) Friendliness
 - (b) Attitude
 - (c) Confidence
 - (d) Etiquette
- (vi) What is 'the principles of etiquette'?
- (a) consideration, respect, and honesty
 - (b) knowledge of hospitality
 - (c) professional attitude
 - (d) meeting and greeting
- (vii) Choose the correct combination, which best fits our neighbouring country with good tourism products to offer:
- (a) Colombo and Taka
 - (b) Yuan and Beijing
 - (c) Kathmandu and Dollar
 - (d) Dhaka and Rupee

- (viii) Advantage of confidence building for a hospitality personnel is:
- (a) Capable of scoring better results in exams.
 - (b) Can travel abroad frequently.
 - (c) More beneficial and enjoyable interactions with others.
 - (d) Greater stress and sleep disorders.
- (ix) Components of tourism are:
- (a) Attraction, Aerial, Accessibility and Allowance.
 - (b) Inbound travel, Accommodation, Accessibility and Outbound.
 - (c) Attraction, Accommodation, Accessibility and Amenities.
 - (d) Attraction, Accommodation, Activities and Accordance.
- (x) Boarding and lodging also boosts tourism and contributes to the economy. This is described as:
- (a) Accommodation
 - (b) Accessibility
 - (c) Attraction
 - (d) Amenities
- (xi) Education tourism is:
- (a) Permanent shift of place for studies.
 - (b) A year contract of learning.
 - (c) Earning while learning.
 - (d) Travel for higher education.
- (xii) This department is the direct delegate to link the work and report the consequence to other departments.
- (a) Food and beverage
 - (b) Finance
 - (c) Front office
 - (d) Sales and marketing

Food Production department comprises of:

- (a) banquet kitchen, soup section, pantry and baking section.
 - (b) confectionary section only.
 - (c) only main kitchen.
 - (d) bar and pastry section.
- (xiv) A new concept in hospitality accommodation that claims to work for environment protection and preservation. Identify the type of accommodation:
- (a) Unclassified hotel
 - (b) Budget hotel
 - (c) Sustainable hotel
 - (d) Ecotel
- (xv) Road, Rail, Air, Water are all means of transportation which links flow of tourists and are called:
- (a) Accessibility
 - (b) Amenities
 - (c) Aerial
 - (d) Adventure
- (xvi) Radha wanted to apply for a post in a hotel. It was the position of direct contact with customers, a nerve centre, dynamic zone near the lobby and foyer area . Although the customer service and hospitality skills required were very basic but the job description had many challenges.
- Identify the department we are talking about.
- (a) Front office
 - (b) Finance and accounts
 - (c) Security
 - (d) Sales and marketing

(xvii) Identify the kitchen equipment shown.

- (a) Pie iron
- (b) Kitchen stove
- (c) Griller
- (d) Microwave oven



(xviii) The term “security” in hotels has several types like:

- (a) Physical aspects.
- (b) Security of systems.
- (c) Security of persons.
- (d) All the above.

(xix) While selecting kitchen equipment, following should not be considered-

- (a) Trade name, good quality, price.
- (b) Simple design and ease of cleanliness.
- (c) Capacity and purpose.
- (d) Fancy looks.

(xx) ASSERTION: Tourism and Hospitality management are both dependant on one another.

REASON: Hospitality is a field that focuses on providing accommodations to visitors while tourism is focused on providing quality attractions and events in order to entice tourists to come.

- (a) Both assertion and reason are true and reason is the correct explanation of the assertion
- (b) Both assertion and reason are true but reason is not the correct explanation of the assertion
- (c) Assertion is true but reason is false
- (d) Assertion is false but reason is true

SECTION B

(Answer **any four** questions from this Section.)

Question 2

- (i) A hotel may fit into more than one category. This may be a deliberate policy in order to appeal to a wider market, to encourage greater and even pattern of occupancy. Discuss the various classifications of hotels. [5]
- (ii) Name and explain the components in the different Food groups. [5]
- (iii) Explain the use of *any two* kitchen equipment. [5]
- (iv) Explain the role of FSSAI in Food hygiene. [5]

Question 3

- (i) What are the advantages of 'being professional' in the hospitality industry? [5]
- (ii) Mention the names and uses of *any five* types of crockery. [5]
- (iii) Differentiate between single and double occupancy rooms. [5]
- (iv) Define suites. [5]

Question 4

- (i) The quality of service staff Mr. Hedge in the hotel reflects the quality of the establishment itself. As Food and Beverage personnel, what attributes should he possess not to antagonize customers? [5]
- (ii) Sita must learn the etiquette and style of fancy dinner, how to hold and use cutlery at home, especially in front of guests. Name and explain the uses of *any five* types of cutlery she can use. [5]
- (iii) Explain *any one* type of napkin fold in reference to its usage for different occasions, material and colour used. [5]
- (iv) What are Eco hotels? [5]

Question 5

- (i) State the need for proper personal grooming. [5]
- (ii) Discuss the term 'Laundry services' as provided by the hotels. [5]

- (iii) Define meal planning and label reading. [5]
- (iv) Draw out a comparison between home and hotels with respect to fire and electricity safety and security measures adopted by both. [5]

Question 6

- (i) What do you understand by accessibility as a component of Tourism? [5]
- (ii) Give *any five* uses of napkins used for table decoration in hotels. [5]
- (iii) Explain *any five* ways used by hotels for security of systems and assets in their premises. [5]
- (iv) The 2020's started with a major blow to the tourism and hospitality industry worldwide, with the Covid 19 pandemic causing a widespread economic and social upheaval. Many hoteliers found themselves shocked by the sudden turn of events and unable to decide what the right steps would be to start their business again and make a profit. But the sales strategy of Atrium Ambiance and Boston beach boutique hotels in Crete (island, Greece) was different. The customer centric sales approach was enough to boost sales even higher than previous years. [5]
- In light of the above context, answer the following questions:
- (a) Name *any one* revenue generating techniques hotels might have adopted.
- (b) What is marketing according to the modern scenario faced by hotels then?
- (c) Identify the department hinted above.
- (d) Why is marketing important for the hospitality industry?

Question 7

- (i) What do you understand by Tourism related to religion? Explain with examples. [5]
- (ii) What is the role of the HR department in the functioning of a hotel? [5]
- (iii) Why is food hygiene important in the hospitality sector? [5]
- (iv) What is the importance of etiquette for Hospitality? [5]

ICSE 2023 EXAMINATION
SPECIMEN QUESTION PAPER
HOSPITALITY MANAGEMENT

Maximum Marks: 100

Time allowed: 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

*(Attempt **all** questions from this Section.)*

Question 1

Choose the correct answers to the questions from the given options:

[20]

- (i) Some generally accepted standards of good behavior or treating people with kindness is called:
- (a) Etiquette
 - (b) Grooming
 - (c) Professional knowledge
 - (d) Positive body language
- (ii) Attraction, Accessibility, Amenities and _____ . Name the missing component of Tourism.
- (a) Travel
 - (b) Accommodation
 - (c) Retailing
 - (d) Hotel

To extend a warm welcome to guests in a hotel, the common Hospitality based English phrase used is:

- (a) "We are looking forward to having you again as our guest."
- (b) "We are delighted that you have selected our hotel."
- (c) "Thank you..... welcome... sorry"
- (d) "Is there anything else....."

(iv) Example of sports tourism:

- (a) Recreation holidays
- (b) Leisure weekend
- (c) Spectators and participants for Olympics
- (d) Haj yatra

(v) Which of the following is not a department in a hotel?

- (a) Recruitment and selection
- (b) Food production
- (c) Accommodation
- (d) Front office

(vi) A statutory body established under the Ministry of Health & Family Welfare, Government of India, responsible for protecting and promoting public health.

- (a) Food Safety and Standards Authority of India.
- (b) Food Security and Standards Authority of India.
- (c) Function Standard Board.
- (d) Food sale Authority of India.

(vii) A small stylish hotel, typically situated in a fashionable urban location is called:

- (a) Ecotel
- (b) Unclassified hotel
- (c) One star hotel
- (d) Boutique hotel

- Service spoon and fork is used:
- (a) for transferring dishes from container onto the guest's plate.
 - (b) for steaks and main course.
 - (c) for all fish dishes.
 - (d) for consuming thick soups.
- (ix) Reading of the paper/wrapper attached to a product to know more about the product is called:
- (a) Packaging
 - (b) Label reading
 - (c) Advertisement
 - (d) None of the above
- (x) A systematic approach to locate, analyze, and regulate any hazards that may occur with food is called:
- (a) Food protection
 - (b) Diet security
 - (c) Balanced nutritive safe approach
 - (d) Hazard Analysis Critical Control Points
- (xi) Which of the following is a combination of napkin folds?
- (a) Fan Fold and Ikebana
 - (b) Rose and heart fold
 - (c) Red wine and lotus fold
 - (d) All the above
- (xii) Example of mechanical kitchen equipment is:
- (a) Food mixers and refrigerators
 - (b) Ranges and steamers
 - (c) Pot and pans
 - (d) Sundae spoon

- (xiii) The capital of USA is:
- (a) Havana
 - (b) Mexico city
 - (c) Ottawa
 - (d) Washington D.C.
- (xiv) The currency of Russia is:
- (a) Rouble
 - (b) Taka
 - (c) Dollar
 - (d) Pound
- (xv) Example of business tourism is:
- (a) Leisure travel
 - (b) Travelling for higher studies
 - (c) Business meetings and sales conference
 - (d) Travel to fragile pristine places
- (xvi) One person one bed with limited amenities is called:
- (a) Twin sized room
 - (b) Cabana
 - (c) Double Bed room
 - (d) Single occupancy room
- (xvii) A somewhat formal speech that is not offensive and can be used in all situations in the hospitality sector is called:
- (a) Polite speech
 - (b) Friendly talk
 - (c) Lecture
 - (d) Personal grooming

- (xviii) Some precautionary measures used in hotels for fire safety are:
- (a) Security and engineering team on stand by
 - (b) Fire extinguishers and automatic water sprinklers
 - (c) Fire exits
 - (d) All the above
- (xix) The capital of Sri Lanka is:
- (a) Kabul
 - (b) Colombo
 - (c) Dhaka
 - (d) Jakarta
- (xx) Double occupancy room has:
- (a) King room
 - (b) Studio room
 - (c) Double bed for two persons
 - (d) Mini suites

SECTION B

(Answer any four questions from this Section.)

Question 2

- (i) What is the importance of Etiquette in the Hospitality sector? [5]
- (ii) Enlist *any five* important manners projected in everyday living by a Hospitality personnel. [5]
- (iii) Explain the component 'accommodation' with respect to Tourism with appropriate examples. [5]
- (iv) Why is it important to be 'courteous' in the hospitality industry? [5]

Question 3

- (i) Why is 'attitude' important for a hospitality personnel? [5]
- (ii) What is education tourism? Give examples.

- (iii) Define: [5]
- (a) Budget hotels
- (b) Ecotels.
- (iv) Why is having a 'positive body language' important for a hospitality personnel? [5]

Question 4

- (i) Explain *any five* functions of Front Office department in a hotel. [5]
- (ii) Discuss *any two* types of napkin folds used on formal occasions with respect to their material and colour used. [5]
- (iii) What are the safety and security precautionary measures taken by hotels? (*Any five*) [5]
- (iv) Explain *any five* English common phrases used in operational areas of hospitality sector. [5]

Question 5

- (i) Discuss *any five* attributes of a Food & Beverages personnel. [5]
- (ii) Explain the use of *any two* common kitchen equipment. [5]
- (iii) What is the role of Food & Beverages department in a hotel? [5]
- (iv) Distinguish between home and hotels with respect to fire safety precautions adopted by them. [5]

Question 6

- (i) What are suites? [5]
- (ii) Explain *any two* types of glassware. [5]
- (iii) Write a short note on laundry services with respect to House Keeping department in a hotel. [5]
- (iv) Give *any five* advantages of label reading. [5]

Question 7

- (i) Explain basic meal planning. [5]
- (ii) What do you mean by food groups? [5]
- (iii) Explain the role of FSSAI with respect to food hygiene. (*Any five*) [5]
- (iv) Explain the role of *any two* crockery used in hotels. [5]



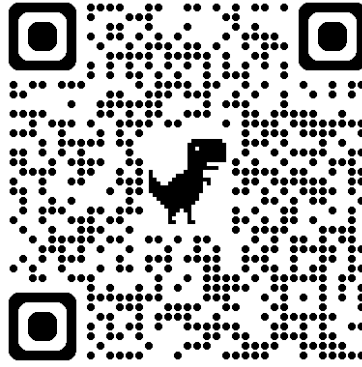


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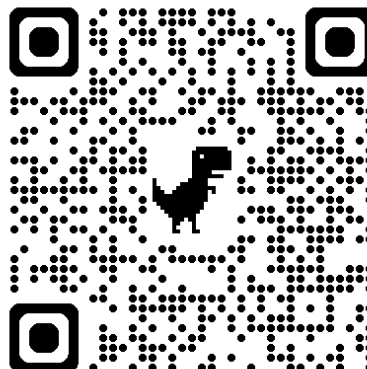
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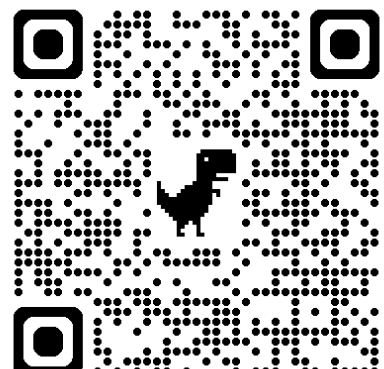
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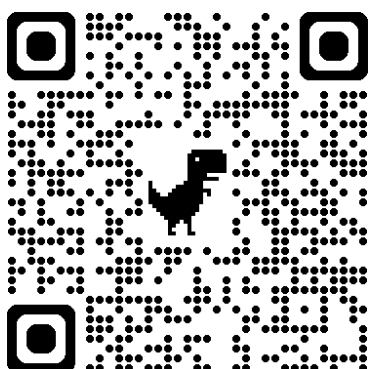
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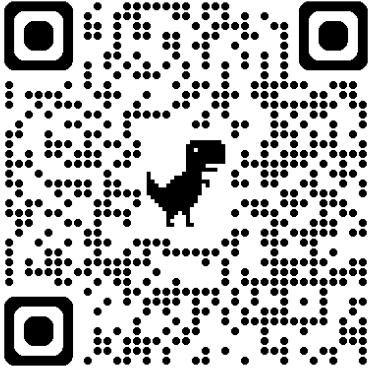
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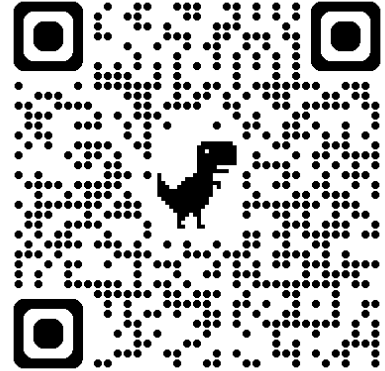
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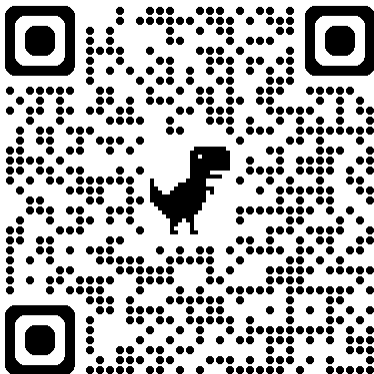
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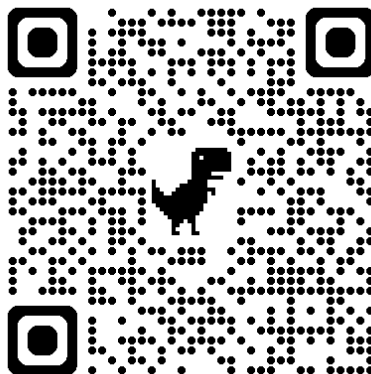
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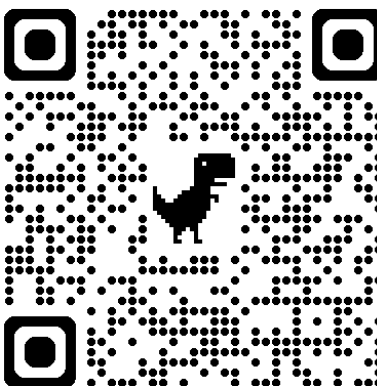
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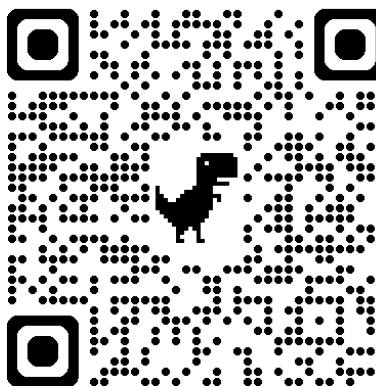
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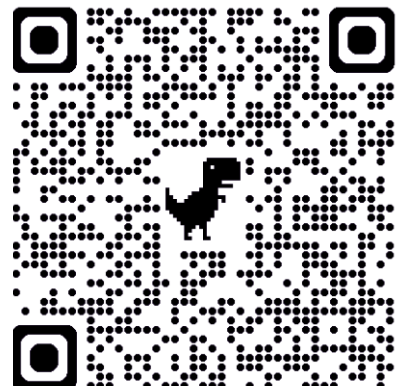
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