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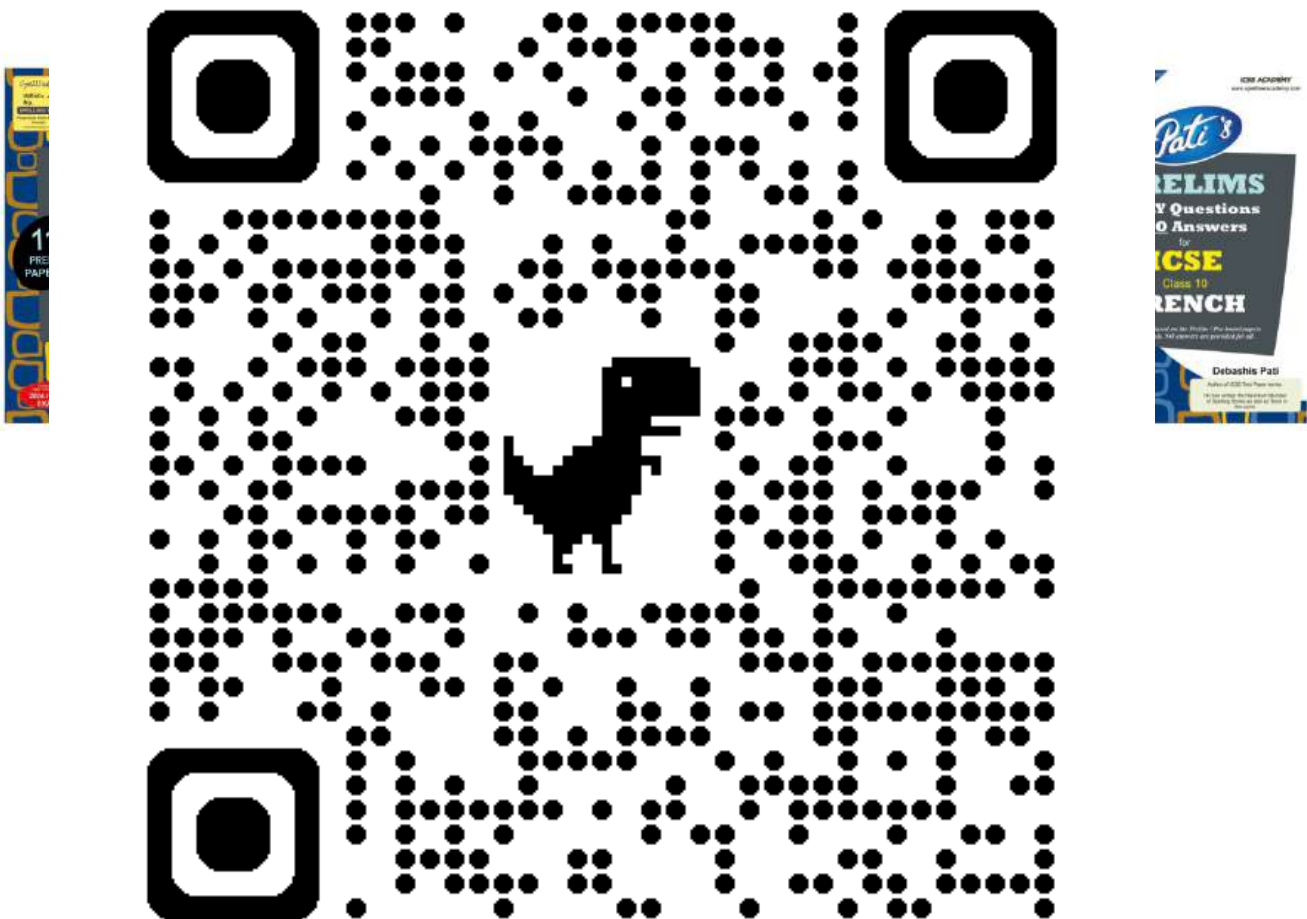
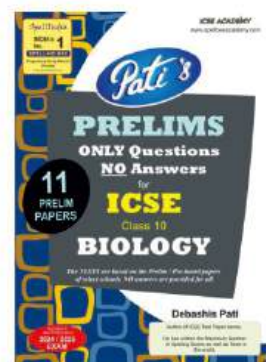
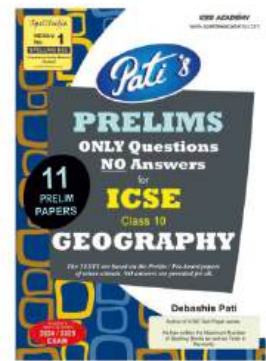
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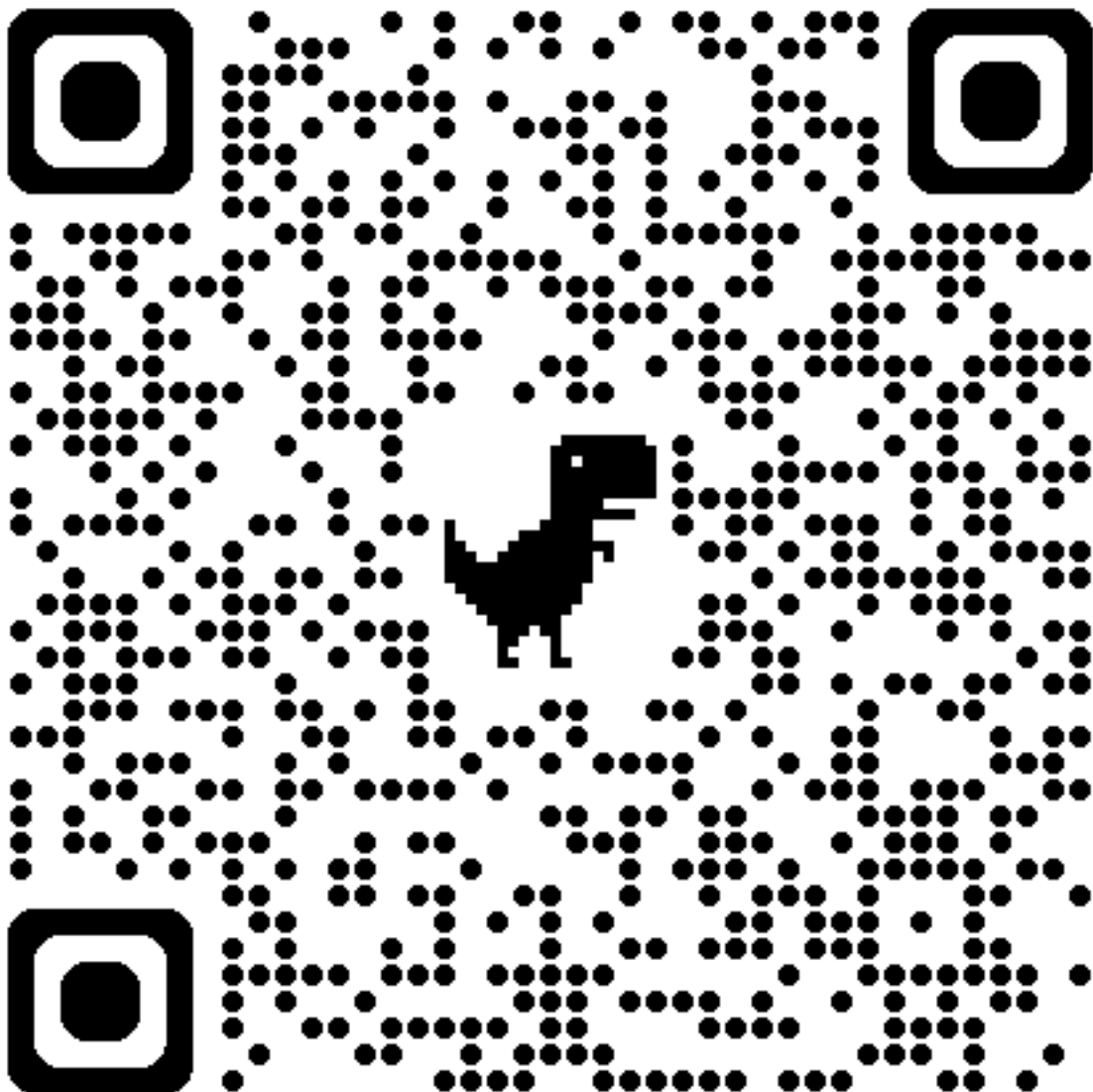
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COMPETENCY-FOCUSED PRACTICE QUESTIONS

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	<i>Answer Key</i>	25-39

Note : This is a CISCE document, a MUST DO for every student.

ICSE - CLASS X

Hospitality Management

I: Multiple Choice Questions (1 mark)

S.No.	Questions
1.	<p><i>[Soft Skills]</i></p> <p>Which among the following is an appropriate phrase to use in the Hospitality Industry?</p> <p>(a) Hi, how may I help you? (b) Hello, how may I help you? (c) Good afternoon, ma'am! Let me help you. (d) Good to see you. How may I help you?</p> <p style="text-align: right;">[Understanding]</p>
2.	<p><i>[Soft Skills]</i></p> <p>Personal grooming in the hospitality industry includes:</p> <p>(a) pleasant body odour. (b) intricate tattoos. (c) cocktail rings. (d) gaudy makeup.</p> <p style="text-align: right;">[Understanding]</p>
3.	<p><i>[Soft Skills]</i></p> <p>Professionalism is a synonym for:</p> <p>(a) friendliness. (b) courtesy. (c) knowledge. (d) favours.</p> <p style="text-align: right;">[Application]</p>
4.	<p><i>[Soft Skills]</i></p> <p>Positive body language makes you appear:</p> <p>(a) relaxed. (b) knowledgeable. (c) confident. (d) technically sound.</p> <p style="text-align: right;">[Application]</p>

S.No.	Questions
5.	<p><i>[Tourism Products]</i></p> <p>Which among the following is not a Tourism Product?</p> <p>(a) National Parks (b) Hill Stations (c) Silicon Valley (d) Beach Resort</p> <p style="text-align: right;">[Understanding]</p>
6.	<p><i>[Tourism Products]</i></p> <p>Tourism is a _____ industry.</p> <p>(a) service (b) security (c) sales (d) marketing</p> <p style="text-align: right;">[Understanding]</p>
7.	<p><i>[Tourism Products]</i></p> <p>Parking spaces come under:</p> <p>(a) attraction. (b) accessibility. (c) activity. (d) amenities.</p> <p style="text-align: right;">[Application]</p>
8.	<p><i>[Tourism Products]</i></p> <p>Enjoying wildlife and practising responsible behaviour comes under:</p> <p>(a) leisure tourism. (b) medical tourism. (c) educational tourism. (d) ecotourism.</p> <p style="text-align: right;">[Understanding]</p>
9.	<p><i>[Hotels]</i></p> <p>This department is responsible for the upkeep and maintenance of the hotel:</p> <p>(a) accommodation operations. (b) food and beverage. (c) food productions. (d) front office.</p> <p style="text-align: right;">[Application]</p>
10.	<p><i>[Hotels]</i></p> <p>The full form of the HR department is:</p> <p>(a) Human Race. (b) Human Recall. (c) Human Recruitment. (d) Human Resources.</p> <p style="text-align: right;">[Recall]</p>

S.No.	Questions
11.	<p><i>[Hotels]</i></p> <p>Maintaining the online presence of an organisation comes under:</p> <p>(a) accommodation operations. (b) food production. (c) marketing and sales. (d) front office.</p> <p style="text-align: right;">[Application]</p>
12.	<p><i>[Operational Departments of Hotels]</i></p> <p>Collecting and collating data regarding food consumption comes under:</p> <p>(a) FASSI (b) SSAFI (c) FSSAI (d) AFSSI</p> <p style="text-align: right;">[Recall]</p>
13.	<p><i>[Operational Departments of Hotels]</i></p> <p>Establishing verification procedures for food safety comes under:</p> <p>(a) HACCP (b) HPCCA (c) CCHAP (d) HCCAP</p> <p style="text-align: right;">[Recall]</p>
14.	<p><i>[Operational Departments of Hotels]</i></p> <p>In normal circumstances, we need the biggest portion of which food group in our diet?</p> <p>(a) Dairy (b) Fats (c) Carbohydrates (d) Protein</p> <p style="text-align: right;">[Analysis]</p>
15.	<p><i>[Operational Departments of Hotels]</i></p> <p>_____ is used to set a table to display, serve and eat food.</p> <p>(a) Table cloth (b) Crockery (c) Table napkin (d) Cutlery</p> <p style="text-align: right;">[Understanding]</p>
16.	<p><i>[Operational Departments of Hotels]</i></p> <p>Heart napkin fold is used on:</p> <p>(a) business lunches. (b) weddings. (c) buffets. (d) conference dinners.</p> <p style="text-align: right;">[Analysis]</p>

S.No.	Questions
17.	<p><i>[Operational Departments of Hotels]</i></p> <p>Meal planning must include:</p> <p>(a) loyalty. (b) accountability. (c) nutrition. (d) plating.</p> <p style="text-align: right;">[Understanding]</p>
18.	<p><i>[Operational Departments of Hotels]</i></p> <p>Rooms which are next to each other in a hotel are known as:</p> <p>(a) adjacent rooms. (b) cabana. (c) adjoining rooms. (d) suite.</p> <p style="text-align: right;">[Recall]</p>
19.	<p><i>[Operational Departments of Hotels]</i></p> <p>Select the <i>correct</i> combination from the following:</p> <p>(a) Bhutan - Ngultrum (b) Malaysia - Baht (c) Singapore - Ringgit (d) Thailand - Dollar</p> <p style="text-align: right;">[Recall]</p>
20.	<p><i>[Operational Departments of Hotels]</i></p> <p>Which among the following is NOT kitchen equipment?</p> <p>(a) Microwave (b) Laundromat (c) Whisk (d) Knife</p> <p style="text-align: right;">[Application]</p>
21.	<p><i>[Operational Departments of Hotels]</i></p> <p>These are set guidelines to do a task or work:</p> <p>(a) SOPs (b) SOVs (c) SOCs (d) SOBs</p> <p style="text-align: right;">[Recall]</p>

S.No.	Questions
22.	<p><i>[Hotels]</i></p> <p>In the context of ecotourism, which action would have the MOST positive impact on the environment?</p> <p>(a) Encouraging guests to reuse towels and linen. (b) Offering complimentary bottled water to guests. (c) Increasing the frequency of laundry services. (d) Avoid installing energy-efficient lighting and appliances. [Application]</p>
23.	<p><i>[Hotels]</i></p> <p>A hotel Sales and Marketing manager wants to improve their property's online reputation. Which strategy is likely to be most ethical and effective?</p> <p>(a) Offering discounts to guests who write positive reviews. (b) Creating fake accounts to leave glowing reviews. (c) Encouraging guests to leave honest feedback and responding promptly to all reviews. (d) Ignoring online reviews altogether. [Analysis]</p>
24.	<p><i>[Hotels]</i></p> <p>In housekeeping management, which practice is most effective in ensuring cleanliness and hygiene standards?</p> <p>(a) Conducting occasional spot checks on cleanliness levels. (b) Providing basic cleaning supplies and expecting guests to maintain their rooms. (c) Implementing a systematic cleaning schedule and checklist for staff. (d) Hiring external cleaning contractors on a periodic basis. [Analysis]</p>
25.	<p><i>[Hotels]</i></p> <p>When developing a marketing strategy for a hotel, which approach would be most effective in attracting business travellers?</p> <p>(a) Offering discounted rates exclusively to leisure travellers. (b) Highlighting the hotel's proximity to tourist attractions. (c) Providing business-friendly amenities such as high-speed internet and conference facilities. (d) Focus on promoting the recreational activities available in the area. [Understanding]</p>

S.No.	Questions
26.	<p><i>[Soft Skills]</i></p> <p>Which soft skill is MOST important for a hospitality manager when leading a diverse team of employees?</p> <p>(a) Conflict resolution and mediation. (b) Micromanagement and strict oversight. (c) Consistency in enforcing rules and policies. (d) Focusing solely on individual performance metrics.</p> <p style="text-align: right;">[Application]</p>
27.	<p><i>[Soft Skills]</i></p> <p>Which soft skill is MOST essential for a Front desk receptionist in a hotel?</p> <p>(a) Technical proficiency in using computer systems. (b) Active listening and effective communication. (c) Mastery of industry-specific terminology. (d) Ability to memorise guest preferences.</p> <p style="text-align: right;">[Evaluate]</p>
28.	<p><i>[Soft Skills]</i></p> <p>The physical appearance of the hotel staff helps to maintain the overall appearance, but the way they act also contributes to the hotel’s reputation.</p> <p>What is referred to in the above statement?</p> <p>(a) Etiquette (b) Grooming (c) Meeting and greeting (d) Polite speech</p> <p style="text-align: right;">[Understanding]</p>
29.	<p><i>[Tourism Products]</i></p> <p>Which factor is MOST likely to influence a tourist’s choice of accommodation?</p> <p>(a) Proximity to local transportation hubs. (b) Availability of fast-food restaurants nearby. (c) Lowest room rates, regardless of amenities. (d) Inaccessibility to tourist attractions.</p> <p style="text-align: right;">[Understanding]</p>
30.	<p><i>[Hotels]</i></p> <p>Which type of hotel is MOST likely to prioritise personalised service and cater to the needs of individual guests?</p> <p>(a) Resort hotel (b) Budget hotel (c) Boutique hotel (d) Airport hotel</p> <p style="text-align: right;">[Recall]</p>

S.No.	Questions
31.	<p><i>[Hotels]</i></p> <p>In a full-service hotel, which department is primarily responsible for managing guest reservations and check-in/check-out processes?</p> <p>(a) Housekeeping department. (b) Front office department. (c) Food and beverage department. (d) Sales and marketing department.</p> <p style="text-align: right;">[Recall]</p>
32.	<p><i>[Tourism Products]</i></p> <p>In the context of tourism destination management, which factor is the starting point for the decision-making of the visitor?</p> <p>(a) Availability of budget-friendly accommodation options. (b) Accessibility of transportation infrastructure. (c) Quality of attractions and recreational activities. (d) Presence of luxury shopping malls and entertainment complexes.</p> <p style="text-align: right;">[Understanding & Application]</p>
33.	<p><i>[Tourism Products]</i></p> <p>Which component of medical tourism is MOST critical for attracting international patients to a destination?</p> <p>(a) Offering expensive state-of-the-art medical facilities. (b) Providing affordable healthcare services compared to other countries. (c) Ensuring easy access to visa facilities and seamless travel arrangements. (d) Offering recreational activities and leisure options for recuperating patients.</p> <p style="text-align: right;">[Understanding]</p>
34.	<p><i>[Operational Departments of Hotels]</i></p> <p>In the context of laundry operations in a hotel, which factor is most crucial for ensuring efficiency and effectiveness in managing laundry processes?</p> <p>(a) Using outdated laundry equipment to minimise costs. (b) Implementing a systematic workflow and scheduling system. (c) Ignoring regular maintenance of laundry machinery and facilities. (d) Providing limited training and supervision for laundry staff.</p> <p style="text-align: right;">[Analysis]</p>

S.No.	Questions
35.	<p><i>[Tourism Products]</i></p> <p>Accommodations, restaurants, fishing trips, hunting excursions, aurora tours, sightseeing trips, and museums are all examples of _____.</p> <p>(a) Tourism products. (b) Departments in the hospitality sector. (c) Types of tourism. (d) Forms of sustainable tourism.</p> <p style="text-align: right;">[Understanding]</p>
36	<p><i>[Tourism Products]</i></p> <p>Which, out of the following, is NOT a form of leisure tourism?</p> <p>(a) Ecotourism (b) Religion tourism (c) Sales conferences and exhibitions (d) Adventure tourism</p> <p style="text-align: right;">[Analysis]</p>
37.	<p><i>[Operational Departments of Hotels]</i></p> <p>Identify the country and its capital whose symbol of currency is given:</p> <p>“£”</p> <p>(a) Pound Sterling and London. (b) France and Paris. (c) United Kingdom and London. (d) Euro and United States of America.</p> <p style="text-align: right;">[Recall]</p>
38.	<p><i>[Operational Departments of Hotels]</i></p> <p>Arrange the following steps of the hotel laundry process in sequence:</p> <p>(i) Pre-treatment. (ii) Sorting your clothing by colour and fabric type. (iii)Washing and drying. (iv)Folding and Ironing.</p> <p>(a) (i), (ii), (iii), (iv) (b) (ii), (i), (iii), (iv) (c) (i), (iii), (ii), (iv) (d) (iii), (iv), (ii), (i)</p> <p style="text-align: right;">[Recall]</p>


S.No.	Questions
39.	<p><i>[Operational Departments of Hotels]</i></p> <p>Meal planning helps save money because one will know ahead of time what they will be cooking and will already have a grocery list ready to go. Choose the best option.</p> <p>(a) True (b) False (c) Sometimes true. (d) Depends on a particular case.</p> <p style="text-align: right;">[Analysis]</p>
40.	<p><i>[Operational Departments of Hotels]</i></p> <p>With respect to Food Groups, to ensure a satisfactory growth of bones, the diet of an adolescent must have sufficient:</p> <p>(a) Vitamin C and magnesium. (b) Vitamin D and calcium. (c) Vitamin A and carrots. (d) Vitamin E and vitamin B.</p> <p style="text-align: right;">[Recall]</p>
41.	<p><i>[Operational Departments of Hotels]</i></p> <p>Which of the following options should be prioritised while planning meals for festivals?</p> <p>(a) Nutritional requirements of family (b) Cultural and religious practices of the family (c) The calorie content of the food (d) Composition of the family</p> <p style="text-align: right;">[Analysis & Application]</p>
42.	<p><i>[Soft Skills]</i></p> <p>With respect to basic grooming, which of the following statements is FALSE?</p> <p>(a) It is a form of hygiene. (b) Grooming requirements should not vary between men and women. (c) Personal grooming is the art of cleaning and maintaining parts of the body. (d) Grooming is the combination of style and discipline.</p> <p style="text-align: right;">[Understanding & Application]</p>

S.No.	Questions
43.	<p><i>[Tourism Products]</i></p> <p>Assertion (A): Medical tourism is very prevalent in India.</p> <p>Reason (R): India has expert doctors and affordable medical facilities.</p> <p>(a) Both Assertion and Reason are true, and Reason is the correct explanation of the Assertion.</p> <p>(b) Both Assertion and Reason are true, but Reason is not the correct explanation of the Assertion.</p> <p>(c) Assertion is true, but Reason is false.</p> <p>(d) Assertion is false, but the Reason is true. [Understanding & Application]</p>
44.	<p><i>[Operational Departments of Hotels]</i></p> <p>Assertion (A): With respect to safety measures, the permissions required to establish a hotel are the same as that of a residential house.</p> <p>Reason (R): Hotels are commercial establishments meant for residential purposes.</p> <p>(a) Both Assertion and Reason are true, and Reason is the correct explanation of the Assertion.</p> <p>(b) Both Assertion and Reason are true, but Reason is not the correct explanation of the Assertion.</p> <p>(c) Assertion is true, but Reason is false.</p> <p>(d) Assertion is false, but the Reason is true. [Understanding & Analysis]</p>
45.	<p><i>[Hotels]</i></p> <p>Assertion (A): Amenities increase the comfort level of a destination.</p> <p>Reason (R): Good amenities only benefit the tourists and not the natives.</p> <p>(a) Both Assertion and reason are true, and Reason is the correct explanation of the Assertion.</p> <p>(b) Both Assertion and reason are true, but Reason is not the correct explanation of the Assertion.</p> <p>(c) Assertion is true, but reason is false.</p> <p>(d) Assertion is false, but the reason is true. [Understanding & Evaluate]</p>

S.No.	Questions
46.	<p><i>[Operational Departments of Hotels]</i></p> <p>Assertion (A): Laundry services are provided by the Accommodation Operation department of a hotel.</p> <p>Reason (R): Care of clothing and linen is an important function of the housekeeping department.</p> <p>(a) Both Assertion and Reason are true, and Reason is the correct explanation of the Assertion.</p> <p>(b) Both Assertion and Reason are true, but Reason is not the correct explanation of the Assertion.</p> <p>(c) Assertion is true, but Reason is false.</p> <p>(d) Assertion is false, but the Reason is true.</p> <p style="text-align: right;">[Recall & Application]</p>
47.	<p><i>[Operational Departments of Hotels]</i></p> <p>Select the option that shows the correct relationship between statements (1) and (2).</p> <p>Statement 1: Understanding the Nutrition Facts label on food items can help you make healthier choices.</p> <p>Statement 2: The label breaks down the number of calories, carbs, fat, fibre, protein, and vitamins per serving of the food, making it easier to compare the nutrition of similar products.</p> <p>(a) Statement 1 is true, and Statement 2 is false.</p> <p>(b) Statement 2 is true, and Statement 1 is false.</p> <p>(c) Statement 2 is the cause for Statement 1.</p> <p>(d) Statement 1 and Statement 2 are independent of each other.</p> <p style="text-align: right;">[Understanding & Evaluate]</p>
48.	<p><i>[Tourism Products]</i></p> <p>Assertion (A): Sustainability initiatives benefit both the environment and the bottom line of hospitality businesses.</p> <p>Reason (R): By implementing eco-friendly practices such as energy conservation and waste reduction, hotels and restaurants can reduce operational costs while attracting environmentally conscious guests.</p> <p>(a) Both Assertion and Reason are true, and Reason is the correct explanation of the Assertion.</p> <p>(b) Both Assertion and Reason are true, but Reason is not the correct explanation of the Assertion.</p> <p>(c) Assertion is true, but Reason is false.</p> <p>(d) Assertion is false, but the Reason is true.</p> <p style="text-align: right;">[Understand & Analysis]</p>

S.No.	Questions
<p>49.</p>	<p><i>[Tourism Products]</i></p> <p>Identify the component of tourism in the given image.</p> <div data-bbox="767 434 1031 696" data-label="Image"> </div> <p>(a) Attraction (b) Accessibility (c) Accommodation (d) Amenities</p> <p style="text-align: right;">[Recall]</p>
<p>50.</p>	<p><i>[Operational Departments of Hotels]</i></p> <p>Identify the food group given in the adjoining image.</p> <div data-bbox="536 1010 1066 1482" data-label="Image"> </div> <p>(a) Carbohydrate (b) Protein (c) Fats (d) Sugar</p> <p style="text-align: right;">[Recall]</p>

S.No.	Questions
<p>51.</p>	<p><i>[Hotels]</i></p> <p>Identify the type of tourism in the adjoining image.</p>  <p>(a) Educational Tourism (b) Ecotourism (c) Religious Tourism (d) Medical Tourism</p> <p style="text-align: right;">[Understanding]</p>
<p>52.</p>	<p><i>[Operational Departments of Hotels]</i></p> <p>“.....used to set a table, serve and display food.”</p> <p>Identify the type of tableware.</p>  <p>(Source: www.kopintableware.com)</p> <p>(a) Kitchen cooking equipment (b) Glassware (c) Cutlery (d) Crockery</p> <p style="text-align: right;">[Recall]</p>

S.No.	Questions
53.	<p><i>[Operational Departments of Hotels]</i></p> <p>Rooms fall under certain categories depending on the type of décor and amenities provided per the room type. This room is the most expensive in a hotel. The size of the room is approximately 426 sq. meters, varying from hotel to hotel.</p> <p><i>(Source: Hotelier Life)</i></p> <p>What is being referred to in the above statement?</p> <p>(a) Cabana (b) Presidential suite (c) Single room (d) Double room</p> <p style="text-align: right;">[Recall]</p>
54.	<p><i>[Hotels]</i></p> <p>Pick the correct type of hotel from the description and the picture given below:</p> <p>“.....structures or locations that hold historical or cultural significance of the place in which they are found.”</p> <div data-bbox="544 1070 1203 1312" style="text-align: center;">  </div> <p><i>(Source: TOI)</i></p> <p>(a) Boutique hotel (b) Budget hotel (c) Heritage hotel (d) Ecotel</p> <p style="text-align: right;">[Recall]</p>
55.	<p><i>[Hotels]</i></p> <p>Arpita visits places which are rich in nature. She is very particular about water and energy conservation and is quite against the wastage of food and other resources.</p> <p>Keeping the above statement in mind, select the kind of accommodation facility she would prefer while visiting a destination.</p> <p>(a) Boutique Hotel (b) Budget Hotel (c) Ecotel (d) Heritage Hotel</p> <p style="text-align: right;">[Application]</p>

S.No.	Questions
56.	<p><i>[Operational Departments of Hotels]</i></p> <p>Dhairya is part of the Accommodation Operations team in a reputed hotel; which among the following comes under the responsibility of her department?</p> <p>(a) Laundry (b) Room Service (c) Check-in (d) Check out</p> <p style="text-align: right;">[Recall]</p>
57.	<p><i>[Soft Skills]</i></p> <p>A guest staying in a single occupancy room approaches the Front Desk and states that she is not feeling well; apart from calling the in-house doctor, what else must the Front Office personnel practice?</p> <p>(a) Show Empathy (b) Exhibit knowledge (c) Offer medical advice (d) Offer food</p> <p style="text-align: right;">[Analysis]</p>
58.	<p><i>[Hotels]</i></p> <p>A hotel manager notices a decrease in guest satisfaction scores related to housekeeping services. Upon investigation, it is revealed that the housekeeping staff is experiencing high turnover rates. What action should the manager take to address the turnover issue effectively?</p> <p>(a) Implement a training program for housekeeping staff to improve service quality. (b) Increase wages and benefits for housekeeping staff to reduce turnover. (c) Conduct exit interviews. (d) Hire additional housekeeping staff to compensate for the turnover rate.</p> <p style="text-align: right;">[Analysis]</p>
59.	<p><i>[Hotels]</i></p> <p>A restaurant manager of a reputed hotel receives feedback from customers complaining about slow service during peak dining hours. What strategic measures can the manager implement to improve service efficiency without compromising food quality and exceeding the present budget?</p> <p>(a) Hire more kitchen staff during peak hours to handle increased order volume. (b) Implement a table reservation system to manage customer flow and reduce wait times. (c) Offer a limited menu during peak hours to streamline kitchen operations. (d) Cross-train existing staff to handle multiple tasks and responsibilities effectively.</p> <p style="text-align: right;">[Analysis]</p>

S.No.	Questions
60.	<p><i>[Tourism Products]</i></p> <p>A luxury hotel is planning to attract more corporate clientele for conferences and events. What steps should the hotel take to position itself as a premier venue for corporate gatherings?</p> <p>(a) Invest in state-of-the-art audio-visual equipment only. (b) Offer customisable corporate event packages tailored to the needs of different clients. (c) Partner with local businesses. (d) Recruit experienced and expensive event planners.</p> <p style="text-align: right;">[Analysis]</p>

II: Long Answer Questions (5 Marks)

S.No.	Questions
61.	<p><i>[Hotels]</i></p> <p>Consider the following situation and answer the following questions:</p> <p>A guest wants to plan a theme party for her 10-year-old daughter’s birthday. She wants to invite approximately 100 guests. She wants a full dinner service, entertainment activities for children, and return gifts for the children.</p> <p>(a) Which department will make arrangements for the party? (b) Suggest a theme for the party. (c) Suggest an appropriate napkin fold and its colour which will complement the theme. (d) Write <i>any two</i> uses of a napkin at a party or dinner.</p> <p style="text-align: right;">[Analysis & Application]</p>
62.	<p><i>[Hotels; Operational Departments of Hotels]</i></p> <p>Two Russian couples visiting India walk into a luxurious property and ask for two rooms. They are thoroughly impressed by the vintage décor and upkeep of the property. They are greeted by the owners themselves, who belong to royalty and are proud of their ancient property.</p> <p>Based on the information provided above, answer the following questions:</p> <p>(a) Which department will handle the queries and reservations of these walk-in guests? (b) Which type of room should ideally be suggested to these guests? (c) Which kind of hotel is being described above? (d) Briefly describe <i>any two</i> services which are provided at such hotels.</p> <p style="text-align: right;">[Recall & Application]</p>

S.No.	Questions
63.	<p data-bbox="336 282 927 320"><i>[Hotels; Operational Departments of Hotels]</i></p> <p data-bbox="336 338 1436 521">Creativhotel Luise, a business hotel of 93 rooms in the small town of Erlangen, Germany, operates on the principle that we are all responsible for the protection of the environment. The hotel puts this into practice through the concept of ‘creativity–sustainability’: creativity is used as a means of ensuring sustainability, whether in terms of economic viability, environmental responsibility, or social well-being.</p> <p data-bbox="336 539 823 577"><i>(Source: www.cabidigitallibrary.org)</i></p> <p data-bbox="336 595 1222 633">After reading the above information carefully, answer the questions:</p> <ul data-bbox="336 651 1436 835" style="list-style-type: none">(a) Classify the above hotel according to size.(b) Name the capital and currency of the country where the hotel is located.(c) Name the concept to bring sustainability to this business hotel.(d) Briefly describe <i>any two</i> methods you would use to make the hotel sustainable, keeping in mind the method used by the hotel management itself. <p data-bbox="1123 846 1433 884" style="text-align: right;">[Recall & Application]</p>

S.No.	Questions
64.	<p data-bbox="336 286 448 322"><i>[Hotels]</i></p> <p data-bbox="336 338 1437 501">The Grandview Hotel is a large luxury hotel in a bustling city centre. It comprises several departments, each vital in delivering exceptional guest experiences. However, the hotel has been facing challenges in optimising departmental efficiency and enhancing overall guest satisfaction.</p> <ol data-bbox="336 524 1437 1099" style="list-style-type: none"> <li data-bbox="336 524 1437 687">1. Front Office Department: The front office department is responsible for guest check-in, check-out, reservations, and concierge services. Recently, there have been complaints about long wait times during check-in/check-out and inefficient handling of guest requests. <li data-bbox="336 710 1437 911">2. Housekeeping Department: The housekeeping department is tasked with maintaining cleanliness and tidiness throughout the hotel, including guest rooms, public areas, and back-of-house areas. Despite efforts to uphold cleanliness standards, there have been instances of lapses in room cleanliness and delays in fulfilling guest requests for housekeeping services. <li data-bbox="336 934 1437 1099">3. Food and Beverage Department: The food and beverage department oversee all dining outlets, room service, banquets, and catering services. While the hotel offers a diverse range of dining options, there have been complaints about inconsistent food quality, slow service, and limited menu choices in certain outlets. <p data-bbox="336 1122 1046 1158">Based on the above information, answer the following:</p> <ol data-bbox="336 1180 1437 1426" style="list-style-type: none"> <li data-bbox="336 1180 1437 1261">(a) Identify <i>any two</i> key factors contributing to the inefficiencies and challenges faced by the department at the Grandview Hotel. <li data-bbox="336 1261 1437 1344">(b) Propose <i>any two</i> innovative strategies and initiatives to address the identified issues and improve departmental efficiency and guest satisfaction. <li data-bbox="336 1344 1437 1426">(c) Discuss how inter-departmental collaboration can streamline operations and deliver seamless guest experiences across the hotel. <p data-bbox="1251 1391 1437 1426" style="text-align: right;">[Application]</p>

S.No.	Questions
65.	<p data-bbox="336 286 823 322"><i>[Operational Departments of Hotels]</i></p> <p data-bbox="336 340 1437 461">The Royal Dining Room is a fine-dining restaurant known for its exquisite cuisine and elegant ambience. Recently, the restaurant has received complaints from guests regarding food hygiene practices and inconsistencies in napkin folds:</p> <ol data-bbox="336 483 1437 831" style="list-style-type: none"><li data-bbox="336 483 1437 645">1. Food Hygiene: Despite strict adherence to food safety protocols, guests have reported a few instances of food-borne illnesses. Upon investigation, it was discovered that some kitchen staff members were not consistently following proper hygiene practices, such as hand washing, food storage, and temperature control.<li data-bbox="336 667 1437 831">2. Napkin Folds: The restaurant prides itself on attention to detail, including the presentation of napkins. However, guests have noticed inconsistencies in napkin folds, with some napkins appearing wrinkled or improperly folded, detracting from the overall dining experience. <p data-bbox="336 853 1114 889">Keeping the above in mind, answer the following questions:</p> <ol data-bbox="336 911 1437 1196" style="list-style-type: none"><li data-bbox="336 911 1437 987">(a) Identify a potential risk or consequences associated with lapses in food hygiene practices within the Royal Dining Room.<li data-bbox="336 999 1437 1075">(b) Write <i>any two</i> protocols to improve food hygiene standards and ensure consistent compliance among kitchen staff members.<li data-bbox="336 1086 1437 1196">(c) Discuss the importance of napkin presentation in enhancing the dining experience and maintaining the restaurant's reputation for elegance and attention to detail. <p data-bbox="1129 1167 1433 1196" style="text-align: right;">[Analysis & Evaluate]</p>

S.No.	Questions
66.	<p data-bbox="336 286 448 320"><i>[Hotels]</i></p> <p data-bbox="336 342 1437 501">ABC Hotel is a four-star hotel located in a bustling urban area. Despite its prime location and modern amenities, the hotel has been experiencing a decline in occupancy rates and revenue over the past few months. Upon investigation, the hotel's management team identified several challenges contributing to the decline:</p> <ol data-bbox="336 524 1437 875" style="list-style-type: none"><li data-bbox="336 524 1437 600">1. Competition: Several new hotels have opened in the vicinity, offering similar amenities and services at competitive prices.<li data-bbox="336 622 1437 741">2. Online Reputation: Negative reviews and feedback on online review platforms have affected the hotel's reputation and deterred potential guests from booking, especially for Suites.<li data-bbox="336 763 1437 875">3. Customer Preferences: Changing customer preferences and trends, such as a preference for boutique hotels or alternative lodging options like Airbnb, have impacted traditional hotel bookings. <p data-bbox="336 898 1273 931">Keeping the above information in mind, answer the following questions:</p> <ol data-bbox="336 954 1437 1151" style="list-style-type: none"><li data-bbox="336 954 1437 1025">(a) What strategies can ABC Hotel's sales and marketing department implement to differentiate itself from competitors and attract guests in a competitive market?<li data-bbox="336 1037 576 1070">(b) Define Suites.<li data-bbox="336 1081 1437 1151">(c) Considering changing customer preferences, what innovative approaches can ABC Hotel adopt to appeal to modern travellers and meet their evolving needs? <p data-bbox="1166 1173 1433 1207" style="text-align: right;">[Recall & Analysis]</p>

S.No.	Questions
<p>67.</p>	<p><i>[Hotels; Operational Departments of Hotels]</i></p> <p>The Sunshine Hotel is a mid-sized hotel with a busy laundry operation that is responsible for cleaning linen, towels, uniforms, and guest laundry. However, the hotel has been facing challenges in managing its laundry department efficiently:</p> <ol style="list-style-type: none"> 1. Equipment Maintenance: The laundry equipment, including washing machines and dryers, has been experiencing frequent breakdowns, leading to delays in processing laundry and disruptions to hotel operations. 2. Staffing Issues: The laundry department is understaffed, particularly during peak periods, resulting in long wait times for guests' laundry requests and increased workload for existing staff members. 3. Inventory Management: There have been instances of inventory shortages and discrepancies in linen and towel counts, affecting the availability of clean linen for guest rooms and public areas. <p>Keeping the above in mind, answer the following questions:</p> <ol style="list-style-type: none"> (a) Highlight <i>any two</i> consequences of the issues faced by the guests that can directly impact the reputation of the Sunshine Hotel. (b) Define Laundry services (c) Discuss the importance of effective inventory management and efficient laundry services that can positively impact the hotel. [Understanding & Application]
<p>68.</p>	<p><i>[Hotels; Operational Departments of Hotels]</i></p> <p>“Mr. and Mrs. Kulkarni check-in at a hotel and are quite impressed by the décor and aesthetics of the hotel. They compliment the manager and are escorted to their room; they are a little disappointed with the room as they find two holes in the bed sheet and a foul smell in the room; they immediately call the concerned department and ask to see the manager of that department.”</p> <p>After analysing the above situation carefully, answer the following questions:</p> <ol style="list-style-type: none"> (a) Which department is being talked about in the above passage? (b) Write any <i>two</i> main functions of this department. (c) As a manager of this department, which <i>two</i> actions can be taken up to resolve the problem and satisfy the customers? [Recall & Application]

III: Very Long Answer Questions (20 Marks)

Each question in this section is divided into four sub-sections carrying 5 marks each.

S.No.	Questions
69.	<p><i>[Soft Skills; Operational Departments of Hotels]</i></p> <p>(a) How can hospitality professionals exude professionalism in their appearance, demeanour, and interactions with guests and colleagues? [Recall]</p> <p>(b) Analyse the role of etiquette and protocol in creating a positive impression on guests and maintaining a high standard of service. [Analysis]</p> <p>(c) Discuss common etiquette guidelines hospitality professionals should follow when interacting with guests in various settings (e.g., dining, guest relations). [Analysis]</p> <p>(d) Name <i>any five</i> components of a food label. [Recall]</p>
70.	<p><i>[Soft Skills; Tourism Products; Hotels; Operational Departments of Hotels]</i></p> <p>(a) Write <i>any five</i> polite phrases used while handling guest complaints. [Application]</p> <p>(b) Define Tourism Products. [Recall & Understanding]</p> <p>(c) Write <i>any five</i> functions of the sales and marketing department in a hotel. [Understanding]</p> <p>(d) What are the main principles of HACCP? [Recall]</p>
71.	<p><i>[Soft Skills; Tourism Products; Hotels; Operational Departments of Hotels]</i></p> <p>(a) Briefly explain <i>any five</i> components of a personal image that the hospitality personnel must follow. [Understanding]</p> <p>(b) Explain sports tourism with examples. [Recall]</p> <p>(c) Differentiate between the Food Production, and the Food and Beverage department. [Understanding]</p> <p>(d) Explain the meaning and use of the following with example:</p> <p>(i) Cutlery</p> <p>(ii) Glassware [Recall]</p>

S.No.	Questions
72.	<p><i>[Soft Skills; Tourism Products; Hotels; Operational Departments of Hotels]</i></p> <p>(a) Explain the impact of positive body language on guests in a hotel. [Understanding]</p> <p>(b) Differentiate between leisure tourism and business tourism. [Analysis]</p> <p>(c) Define the Front Office department and briefly describe its main functions. [Understanding]</p> <p>(d) Mr. Kumar heads the food and beverage department. Describe <i>any five</i> attributes he desires in every personnel of his department. [Recall]</p>
73.	<p><i>[Soft Skills; Tourism Products; Hotels; Operational Departments of Hotels]</i></p> <p>(a) Write short notes on the importance of: (i) Being friendly at the workplace. [Understanding] (ii) Being professional at the workplace. [Understanding]</p> <p>(b) “A good hotel or a resort can be said to be an attraction in itself.” Keeping this in mind, describe the features of a Heritage hotel. [Recall & Understanding]</p> <p>(c) Explain the star categorisation of hotels. Differentiate between a three-star and five-star hotels. (<i>Any three</i>). [Understanding & Analysis]</p> <p>(d) Name the capital and currencies of <i>any five</i> Asian countries. [Recall]</p>
74.	<p><i>[Tourism Products; Hotels; Operational Departments of Hotels]</i></p> <p>(a) Name <i>any five</i> features of a tourism product. [Understanding]</p> <p>(b) Define a hotel and name its <i>four</i> operational departments. [Recall]</p> <p>(c) Name <i>any five</i> kitchen equipment and highlight the main use of each. [Understanding & Analysis]</p> <p>(d) Define the laundry service of a hotel and name its <i>five</i> important steps. [Recall & Understanding]</p>
75.	<p><i>[Soft Skills; Tourism Products]</i></p> <p>(a) Define Tourism and state the four A’s of Tourism (Components of Tourism). [Recall & Understanding]</p> <p>(b) What are soft skills, and why are they crucial in customer-based jobs? [Understanding]</p> <p>(c) Name <i>five</i> soft-skills that are important in the hospitality industry. [Recall]</p> <p>(d) Briefly describe the meeting and greeting process, which is ideally used when greeting a guest at a hotel. [Application]</p>
76.	<p><i>[Hotels; Operational Departments of Hotels]</i></p> <p>(a) On what basis are Hotels classified? [Recall]</p> <p>(b) What are unclassified hotels? [Understanding]</p> <p>(c) What is meal planning? [Understanding]</p> <p>(d) Name <i>any two</i> food groups and describe their one main function and one main source. [Understanding]</p>

Answer Key

S.No.	Expected Answers
1.	(b) Hello, how may I help you?
2.	(a) pleasant body odour.
3.	(b) courtesy.
4.	(a) confident.
5.	(c) Silicon Valley
6.	(a) service
7.	(d) amenities
8.	(d) ecotourism
9.	(a) accommodation operations.
10.	(d) Human Resources
11.	(c) marketing and sales
12.	(c) FSSAI
13.	(a) HACCP
14.	(c) Carbohydrates
15.	(b) Crockery
16.	(b) weddings.
17.	(c) nutrition.
18.	(a) adjacent rooms.
19.	(a) Bhutan - Ngultrum
20.	(b) Laundromat
21.	(a) SOPs
22.	(a) Encouraging guests to reuse towels and linen.

S.No.	Expected Answers
23.	(c) Encouraging guests to leave honest feedback and responding promptly to all reviews.
24.	(c) Implementing a systematic cleaning schedule and checklist for staff.
25.	(c) Providing business-friendly amenities such as high-speed internet and conference facilities.
26.	(a) Conflict resolution and mediation.
27.	(b) Active listening and effective communication.
28.	(a) Etiquette
29.	(a) Proximity to local transportation hubs.
30.	(c) Boutique hotel
31.	(b) Front office department
32.	(c) Quality of attractions and recreational activities.
33.	(b) Providing affordable healthcare services compared to other countries.
34.	(b) Implementing a systematic workflow and scheduling system.
35.	(a) Tourism products.
36.	(c) Sales conferences and exhibitions
37.	(a) Pound Sterling and London.
38.	(b) (ii), (i), (iii), (iv)
39.	(a) True
40.	(b) Vitamin D and calcium.
41.	(b) Cultural and religious practices of the family.
42.	(b) Grooming requirements should not vary between men and women.
43.	(a) Both assertion and reason are true, and reason is the correct explanation of the assertion.
44.	(d) Assertion is false, but reason is true.
45.	(c) Assertion is true but reason is false.

S.No.	Expected Answers
46.	(a) Both assertion and reason are true and reason is the correct explanation of the assertion
47.	(c) Statement 2 is the cause for Statement 1.
48.	(a) Both assertion and reasoning are true, and the reasoning is a correct explanation of the assertion.
49.	(d) Amenities
50.	(b) Protein
51.	(c) Religious Tourism
52.	(d) Crockery
53.	(b) Presidential suite
54.	(c) Heritage hotel
55.	(c) Ecotel
56.	(a) Laundry
57.	(a) Show Empathy
58.	(c) Conduct exit interviews.
59.	(d) Cross-train existing staff to handle multiple tasks and responsibilities effectively.
60.	(b) Offer customisable corporate event packages tailored to the needs of different clients.
61.	(a) Food and Beverage Department [1] (b) Barbie/Princess (<i>any other suitable theme</i>) [1] (c) Heart/Crown (<i>any other suitable option</i>) [1] (d) protect clothing, to dab the mouth, to wipe the fingers (<i>any two</i>) [2]
62.	(a) Front office department [1] (b) Two double rooms, two adjoining rooms, suite, two adjacent rooms. (<i>any one</i>) [1] (c) Heritage hotel [1] (d) Local cuisine, entertainment involving local dance or music, polo, and a tour of the property. (<i>Any other suitable point</i>) [2]

S.No.	Expected Answers
63.	<p>(a) Medium Hotel. [1]</p> <p>(b) Berlin and Euro. [1]</p> <p>(c) ‘creativity–sustainability.’ [1]</p> <p>(d) Electric vehicles, use local produce, waste management, and recycle-reuse. (Any two or any other suitable point) [2]</p>
64.	<p>(a) Key factors contributing to the inefficiencies and challenges:</p> <ul style="list-style-type: none"> • Front Office complaints: long wait times during check-in/check-out and inefficient handling of guest requests. • Housekeeping complaints: Lapse in room cleanliness and delays in fulfilling guest requests • Food and Beverage complaints: inconsistent food quality, slow service, and limited menu choices in certain outlets. (Any two) [2] <p>(b) Innovative strategies and initiatives to address the identified issues and improve departmental efficiency and guest satisfaction:</p> <ul style="list-style-type: none"> • Conducting occasional spot checks on cleanliness levels. • Implementing a systematic cleaning schedule and checklist for staff. • Hiring external cleaning contractors periodically. (Any two) [2] <p>(c) Cross-train existing staff to handle multiple tasks and responsibilities effectively. [1]</p>
65.	<p>(a) Foodborne illnesses, shutting down hotels, safety issues, guest complaints and sickness and diseases amongst guests. (any two or other relevant point) [1]</p> <p>(b) Protocols to improve food hygiene standards and ensure consistent compliance among kitchen staff members.</p> <ul style="list-style-type: none"> • Use of good quality food material. • Appropriate storage of raw food. • Proper cooking of food while preparing it to serve. • Proper storage of cooked food. • Proper disposal of stale and contaminated food. (any two or other relevant point) [2] <p>(c) Importance of napkin presentation:</p> <ul style="list-style-type: none"> • it completes table arrangement, which is part of the table layout (colour and design) • aesthetic, pleasing, and appealing to the eyes. • adds to the theme of the event. (any two or other relevant point) [2]

S.No.	Expected Answers
66.	<p>(a) Generating new ideas for customer incentives, accommodation, business packages, and other sales and marketing duties. <i>(any other similar point) [2]</i></p> <p>(b) Suite: a large apartment-like layout with a separate living area, one or two bedrooms with attached bathrooms and/or powder rooms and, most times, a dining area. <i>[2]</i></p> <p>(c) Personalised services include concierge services, fine dining, multiple pools and hot tubs, high-class fitness centres, bellhops, room service, valet parking, day spas, limousine services, and various special suites. <i>(Any one or other relevant point) [1]</i></p>
67.	<p>(a) Consequences of the issues faced by the guests that can directly impact the reputation of the Sunshine Hotel Bad online reviews by the guests:</p> <ul style="list-style-type: none"> • Bad word-of-mouth publicity • Decrease in occupancy rate <p><i>(any other relevant point) [2]</i></p> <p>(b) laundry service is a service in a hotel that washes and irons clothes for guests. Almost all hotels have a laundry service. <i>[1]</i></p> <p>(c) importance of effective inventory management and efficient laundry services that can positively impact the hotel:</p> <ul style="list-style-type: none"> • clean and hospitable look to the hotel's public areas and guest rooms, • fewer breakdown problems • uninterrupted supply of fresh linen and uniform • promptness in handling guest laundry, leading to guest satisfaction. <p><i>(any two or similar) [2]</i></p>
68.	<p>(a) Accommodations Operations <i>[1]</i></p> <p>(b) Cleaning public areas and guest rooms of the hotel, as well as the decor of public areas and guest rooms of the hotel. <i>(Any other suitable point) [2]</i></p> <p>(c) After apologising to the guests, I will immediately change their room, upgrade it, if possible, and give them a complimentary meal or two. <i>(Any other appropriate answer) [2]</i></p>

S.No.	Expected Answers
69.	<p><i>(Points to be briefly elaborated by the students)</i></p> <p>(a)</p> <ul style="list-style-type: none"> • Polite speech • knowledge • Positive body language • Courteous behaviour • Self-confidence <p><i>(or similar)</i></p> <p>(b)</p> <ul style="list-style-type: none"> • More approachable • Professional • Knowledgeable • Friendly Working Environment • Customer satisfaction <p><i>(or similar)</i></p> <p>(c)</p> <ul style="list-style-type: none"> • Polite speech • Promptness • Patience • Empathy • Courtesy <p><i>(or similar)</i></p> <p>(d)</p> <ul style="list-style-type: none"> • Daily Value • Number of servings • Calories per serving • Ingredients • Nutritional facts <p><i>(or similar)</i></p>

S.No.	Expected Answers
70.	<p>(a)</p> <ul style="list-style-type: none">• We are sorry for the inconvenience.• We will look into it immediately.• We will help you with it immediately.• We hope we were able to resolve the issue as per your satisfaction.• Is there anything else we could help you with? <p><i>(any other similar examples are valid)</i></p> <p>(b)</p> <p>Tourism Products are a combination of goods and services demanded by a tourist during travel to and stay at a destination. These include natural, cultural and manmade attractions and facilities such as hotels, transport and ancillary services.</p> <p><i>(needs to be explained and elaborated further)</i></p> <p>(c)</p> <ul style="list-style-type: none">• Launching new products• Promoting the brand and its products• Designing online and offline ad campaigns• Handling Public Relations• Social Media presence• Pitching products to individual and corporate customers. <p><i>(any other similar points)</i></p> <p>(d)</p> <p>Principle 1: Conduct a hazard analysis.</p> <p>Principle 2: Determine the critical control points (CCPs).</p> <p>Principle 3: Establish critical limits.</p> <p>Principle 4: Establish monitoring procedures.</p> <p>Principle 5: Establish corrective actions.</p> <p>Principle 6: Establish verification procedures.</p> <p>Principle 7: Establish record-keeping and documentation procedures.</p> <p><i>(any 5)</i></p>

S.No.	Expected Answers
71.	<p>(a)</p> <ul style="list-style-type: none"> • being friendly • courteous • knowledgeable • Professional • Effective communicator <p>(b) Sports tourism refers to travel which involves either observing or participating in a sporting event while staying apart from the tourists' usual environment, generally involving commercial and non-commercial activities of a competitive nature.</p> <p><i>Examples: Participating in a Golf tournament.</i></p> <p><i>Travelling as a spectator to watch the FIFA World Cup.</i></p> <p>(c) Food Production:</p> <ul style="list-style-type: none"> • selects and handles raw food. • stores. • cooks and prepares. • plates and garnishes. • regulates hygiene in the kitchen. <p>Food & Beverage:</p> <ul style="list-style-type: none"> • meets, greets and seats the guests. • presents menu. • takes order. • serves food. • receives payment. • sees off the guests. <p>(d) (i) Cutlery, also known as silverware or flatware, is an essential part of table settings, serving a purpose both functionally and aesthetically. Various utensils are used for eating or serving food, and the proper arrangement of cutlery adds an elegant touch to a dining experience. For example, various types of forks, knives, spoons, serving spoons, etc.</p> <p>(ii) Glassware: The F&B service outlet uses a variety of glasses for different types of drinks. It is the most delicate and expensive of all equipment and, hence, should be treated accordingly. Glasses are made using glass, such as highball glasses, beer mugs, and water goblets. brandy balloon, etc.</p>

S.No.	Expected Answers
72.	<p>(a)</p> <ul style="list-style-type: none"> • One appears confident • Approachable • Friendly • Professional • Interested and engaged <p>(b) <u>Leisure:</u></p> <ul style="list-style-type: none"> • Purpose is rest, relaxation or interest • Payment for tourism is done through personal means • Devotes the whole duration to leisure • Plans during holidays • Looks for new destinations every time <p><u>Business:</u></p> <ul style="list-style-type: none"> • Purpose is work/business • Payment for tourism is done by the organisation • Devotes most of the time to work • Planned any time the business demands • Destination is decided as per work requirement <p>(c) The front office is the first department of a hotel that comes in as guest contact at the time of guest arrival and the last department when they depart from the hotel. The guest remains in contact with the front desk for information and any kind of help. Thus, we can say that the Front Office is the hub of hotel operations.</p> <p>This department performs various functions like reservation, reception, registration, room assignment and bill settlement of a resident guest.</p> <p>(d)</p> <ul style="list-style-type: none"> • Hygiene • Local knowledge • Knowledge about the menu • Courtesy • Honesty

73. (a) (i) Being Friendly at the workplace:

(Following prompts can be incorporated, but answers should not be limited only to these.)

-spend most of our lives at work- often a sense of distance and hostility between colleagues - competition between employees should be friendly, healthy and actually promote friendship-however, should avoid competitions encouraging feelings of hostility

- Treat everyone with respect.
- Be an active listener
- Connect with your employees
- Connect with your customers
- Provide a tension release for your employees
- Use team building
- Celebrate success and victory

ii) Professional workplace behaviour is necessary for the long-term success of a business-employee interactions and relationships with customers are of vital importance-ensures company goals and objectives are met - 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.

- establishes appropriate boundaries
- encourages personal improvement
- promote and maintain accountability
- establishes respect for authority and yourself
- boosts respect and minimizes conflict

(b) 'Heritage Hotels' cover running hotels in palaces/castles/forts/havelies/hunting lodges/residences of any size built prior to 1950.

The facade, architectural features and general construction should have distinctive qualities and ambience in keeping with the traditional way of life of the area.

The architecture of the property to be considered for this category should not normally be interfered with. Any extension, improvement, renovation, or change in the existing structures should be in keeping with the traditional architectural styles and construction techniques, harmonising the new with the old.

After expansion/renovation, the newly built-up area added should not exceed 50% of the total built-up (plinth) area, including the old and new structures.

For this purpose, facilities such as swimming pools, lawns etc. will be excluded.

(c) Star ratings depend on the facilities and amenities provided by a hotel to its guests.

S.No.	Expected Answers
	<p>In the Star Rating, 1 Star is the minimum rating and 5 Star Deluxe is the maximum rating. Once the hotel gets standard classification from HRACC they become eligible for various benefits and relief from the Government of India.</p> <p><u>Three Star:</u></p> <p>The hotel must have at least 20 lettable rooms .</p> <p>With at least 50% rooms AC.</p> <p>The rest of the rooms are well ventilated having a ceiling fan or air coolers.</p> <p><u>Five Star:</u></p> <p>It must have at least 25 lettable rooms with attached bathrooms having modern shower chambers.</p> <p>The construction, locality, and architecture of the hotel should have the distinct quality of a 5 Star hotel.</p> <p>All public and private areas should be centrally air-conditioned, carpeted, and equipped with high-quality furniture.</p> <p>(d) India: Delhi/Rupee Sri Lanka: Colombo/Lankan Rupee Nepal: Kathmandu/ Nepalese Rupee Afghanistan: Kabul/Afghan Afghani Bhutan: Thimpu/Ngultrum (Or other Asian countries)</p>

S.No.	Expected Answers
74.	<p>(a)</p> <ul style="list-style-type: none">• Intangible• Perishable• Lack of ownership• Seasonality• composite product <p>(b) A hotel is defined as an establishment which offers overnight accommodation, meals and other services. They are mainly aimed at travellers or tourists, although locals may also use them. Hotels provide private rooms, and almost always have en-suite bathrooms. It is a commercial establishment providing lodging, meals, and other guest services. In general, to be called a hotel, an establishment must have a minimum of six letting bedrooms, at least three of which must have attached (ensuite) private bathroom facilities.</p> <ul style="list-style-type: none">• Front Office Department• Food Production• Food and Beverage• Accommodations Operations <p>(c)</p> <ul style="list-style-type: none">• Oven - baking• Whisk - mixing• Roller pin - rolling dough• Knife - cutting• Refrigerator - cooling and freezing <p><i>(or similar)</i></p>

S.No.	Expected Answers
75.	<p>(a) "Tourism is a collection of activities, services and industries which deliver a travel experience comprising transportation, accommodation, eating and drinking establishments, retail shops, entertainment businesses and other hospitality services provided for individuals or groups travelling away from home."</p> <p>Components of Tourism:</p> <ul style="list-style-type: none"> • Attraction • Accessibility • Accommodation • Amenities <p>(b) Soft skills are non-technical skills that relate to how you work. They include how to interact with colleagues, how you solve problems, and how to manage work. Soft skills include interpersonal (people) skills, communication skills, <u>listening skills</u>, time management, and empathy, among others. Soft skills are particularly crucial in customer-based jobs. These employees are in direct contact with customers. It takes several soft skills to be able to listen to a customer and provide that customer with helpful and polite service. Soft skills are also known as interpersonal skills, essential skills, non-cognitive skills etc.</p> <p>(c) Leadership Teamwork Time management Decision making Negotiation Conflict resolution (or similar)</p> <p>(d) Duty of the F&B personnel while greeting a guest at a hotel:</p> <ul style="list-style-type: none"> • the moment they see a guest approaching they smile and greet them. • then they ask if they already have a reservation • depending on their answer they move ahead with either asking for their requirements or registering them • they offer them a welcome drink • explain all the formalities and then ask a hotel representative to guide them to their room and help them with the luggage.

76.

(a)

- Size
- Clientele
- Type of ownership
- Duration of stay
- Location

(b) Unclassified hotels are not arranged in or assigned to classes or categories.

Hotels/Accommodation properties which do not apply for classification or those which do not make the classification grade are known as unclassified accommodation or informal accommodation sector. It includes youth hostels, Airbnb, paying guest facilities, Guest-houses, Dak-bungalow, Bed and Breakfast etc.

Hostel – Ideal for budget travellers and backpackers, a hostel is an inexpensive type of accommodation, usually with shared bedrooms and communal facilities.

Bed and Breakfast – A Bed and Breakfast (B&B) is an intimate, independently run lodging establishment, where breakfast is included in the room rate.

Inn – A small establishment offering overnight accommodation, food, and drink to travellers.

Pension – A type of guesthouse or B&B, where in addition to lodging and breakfast, guests are also offered lunch and dinner. Pensions are usually family-run and cost less than other accommodation options.

(c) Meal planning means to compose a series of dishes for a meal. Composing a menu is an art and needs careful selection of dishes for the different course, so that each dishes harmonies with others. The planning meals in commercial catering establishments is based on economic considerations and reputation, then on the desire to provide nutritionally 'balanced diets'. The dishes must be palatable as well as please the eye. The Meal planning for school feeding, industrial canteen, hotel etc. has a different aspect, where a nutritious and balanced diet is compiled.

(d) Carbohydrates

Carbohydrates give you energy, calcium and B vitamins. These could be servings of pasta, rice, oats, potatoes and sweet potatoes or noodles, yam, couscous, bread, barley and rye. Breakfast cereals are also a carbohydrate and many contain extra iron too.

Source: pasta, rice, cereals, breads, potatoes, milk, fruit, sugar, noodles and other grains

Protein

Think of proteins as building blocks for the body – they help it grow and repair itself. Protein is found in meat, fish and eggs, while nuts, beans, lentils, peas,

S.No.	Expected Answers
	<p>dahl, Quorn and soya are great vegetable proteins. These foods also provide us with iron and other vitamins and minerals.</p> <p>Source: dairy, legumes, nuts, seafood, lean meat, fish, poultry, eggs, nuts and legumes.</p>



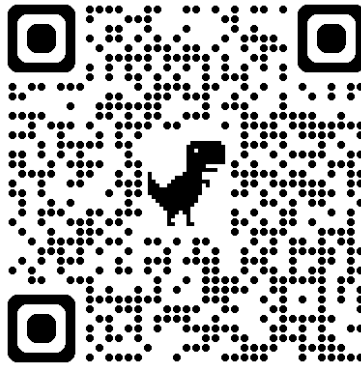


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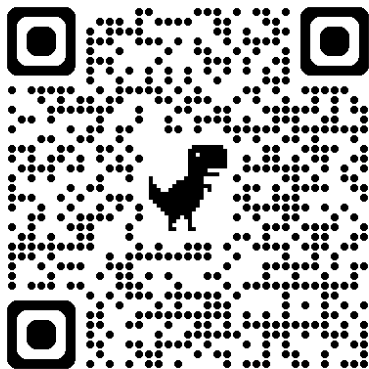
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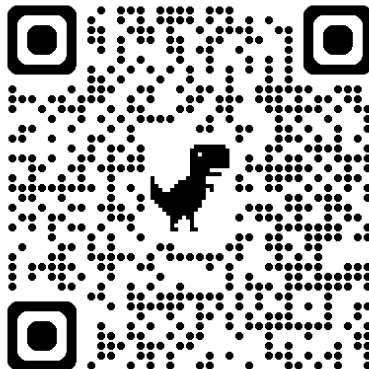
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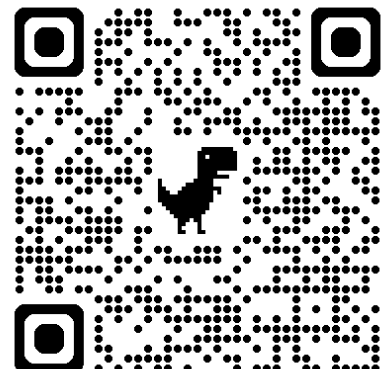
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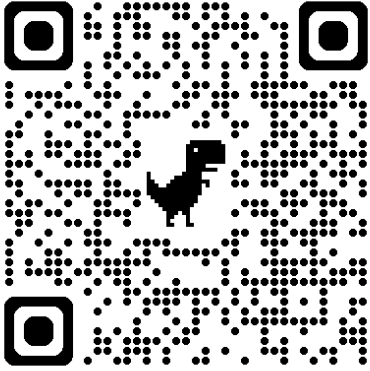
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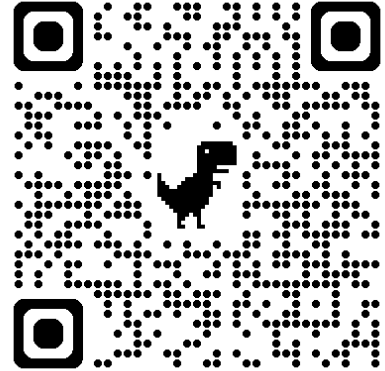
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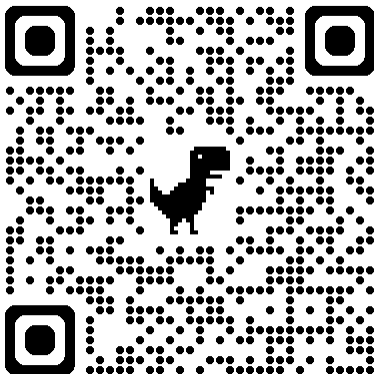
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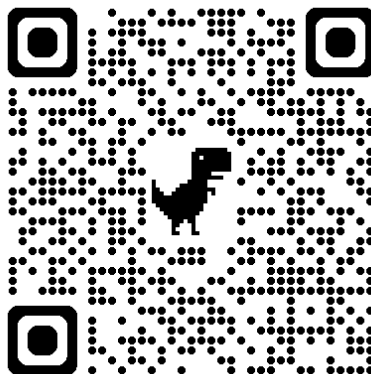
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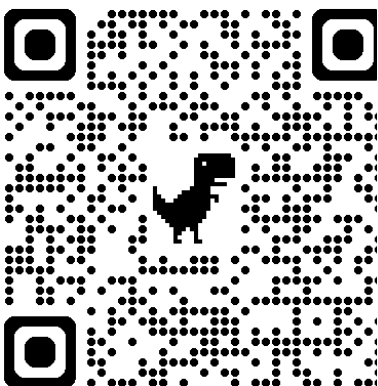
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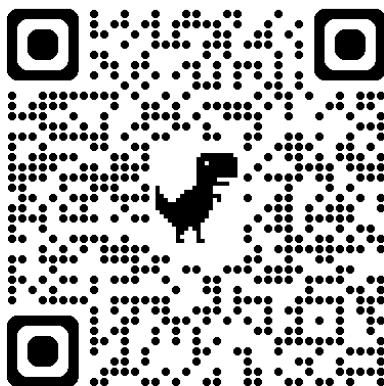
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