

**2020**  
**Tourism & Hospitality (Vocational)**

Total marks : 50

Time : 2 hours

**General instructions :**

- i) *Approximately 15 minutes is allotted to read the question paper and revise the answers.*
- ii) *All questions are compulsory except Q. no.18 to 23 where general option is given.*
- iii) *The question paper consists of 23 questions.*
- iv) *Marks allotted to every question are indicated against it.*

**N.B:** *Check that all pages of the question paper are complete as indicated on the top left side.*

1. **Choose the correct answer from the given alternatives: 10x1=10**
- i. Which of the following method is used to receive information from the sender?
    - (a) Listening
    - (b) Speaking
    - (c) Reading
    - (d) Writing
  - ii. Which of the following analysis begins by knowing and understanding one's self first?
    - (a) Likes and dislikes
    - (b) Backgrounds and identity
    - (c) Beliefs and values
    - (d) Strength and weaknesses
  - iii. A specific type of nature based tourism that involves education and interpretation of the natural environment is known as
    - (a) adventure tourism
    - (b) green tourism
    - (c) rural tourism
    - (d) eco tourism
  - iv. When a guest arrives at the hotel, who completes the guest registration process?
    - (a) Receptionists
    - (b) Front Desk Agent
    - (c) Manager of the hotel
    - (d) Guest Service Manager
  - v. Reviewing daily hotel reservations and preparing occupancy forecast are the responsibility of
    - (a) Guest Service Manager
    - (b) Greet and Meet Officer
    - (c) Reservation Manager
    - (d) Customer Care Officer
  - vi. Which ID is needed by the hotel for a guest coming from a foreign country?
    - (a) PAN Card
    - (b) Inner Line Permit
    - (c) Passport
    - (d) VISA
  - vii. Which of the following items cannot be stored in a luggage room?
    - (a) Fragile items
    - (b) Personal items
    - (c) Perishable items
    - (d) Non-perishable items
  - viii. If a guest is not satisfied and becomes aggressive, one should
    - (a) ignore them
    - (b) show them the door
    - (c) apologise
    - (d) listen to their complaints

- ix. Who is instrumental in framing new policies or changing those that are outdated in the hotel?  
(a) Manager (b) Employees  
(c) Guest (d) Customer
- x. What type of communication is the message send through expressions and body language?  
(a) Non-verbal (b) Verbal  
(c) Oral (d) Written

**Answer the following questions in one word or one sentence:**

- 2. What does MICE stand for? 1
- 3. Mention any two rules of greeting. 1
- 4. Why is it necessary to complete guest registration process upon guest check in? 1
- 5. Mention any two responsibilities of a Guest Service Manager. 1
- 6. Name any two areas of luggage room. 1
- 7. What is the first thing to do when a fire is detected in the hotel? 1
- 8. What is upward communication? 1
- 9. Write any two communication models. 1

**Answer the following questions in 20-50 words:**

- 10. What is goal setting? Why is it important? 1+1=2
- 11. Differentiate between entrepreneur and entrepreneurship. 2
- 12. What are the 4A's of tourism? 2
- 13. Mention any two procedures to be followed by a hotel employee on guest departure. 2
- 14. What action is to be taken if the allocated room is not ready? 2
- 15. Write two ways to solve customer complaints. 2
- 16. What is two way communications? 2
- 17. Draw a flowchart on guest complaint handling. 2

**Answer any four from the following questions in 60-100 words:**

- 18. Explain briefly any four factors affecting perspectives in communication. 4
- 19. Examine the economic and environmental impacts of tourism. 2+2=4
- 20. What is customer service? Explain any three characteristics of a good customer service. 1+3=4

- 21. Mention any four responsibilities of a Reception Manager. **4**
- 22. Briefly explain any four major principles of guest handling. **4**
- 23. Write any four points needed to be considered while dealing with customers. **4**

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