

ICSE SEMESTER 1 EXAMINATION
SPECIMEN QUESTION PAPER
HOSPITALITY MANAGEMENT

Maximum Marks: 50

Time allowed: One hour (inclusive of reading time)

ALL QUESTIONS ARE COMPULSORY.

The marks intended for questions are given in brackets [].

Select the correct option/s for each of the following questions.

PART 1

Question 1 [1]

Formal speech that is not offensive and can be used in all situations is:

1. polite speech
2. meeting
3. greeting
4. none

Question 2 [1]

"...thank you....", ".....welcome.", "...how may I help you?" etc. are all English phrases used in operational areas of a hotel to:

1. meet and greet guests
2. clarify doubts with guests
3. welcome guests
4. bid farewell to guests

Question 3 [1]

To look both neat and presentable-proper dresscode, appropriate hairstyle, shoes, accessories, etc. are a part of

1. positive body language
2. positive attitude
3. grooming
4. confidence building

Question 4 [1]

Generally accepted standards of good behaviour and treating people with kindness in hospitality industry is a sign of proper:

1. courtesy
2. professional knowledge
3. friendliness
4. etiquette

Question 5

Components of tourism are also called:

[1]

1. 4 A's of tourism
2. 6 A's of tourism
3. 3 A's of tourism
4. none

Question 6

[1]

Attraction, Accommodation, Amenities and _____.

1. Accessibility
2. Activity
3. Availability
4. Assurance

Question 7

[1]

Two main types of tourism are-Leisure and _____.

1. Business
2. Recreation
3. Holidays
4. Eco-tourism

Question 8

[1]

Hotels not assigned to a class or category nor arranged according to characteristics are called:

1. Unclassified hotels
2. Budget hotels
3. Ecotels
4. Economy hotels

Question 9

[1]

Should guests have any problems or require to appreciate or comment, they would go directly to the:

1. Housekeeping department
2. Front desk
3. HR department
4. Marketing department

Question 10

[1]

The department which is involved in food preparation is:

1. Housekeeping
2. Food and Beverage
3. Food production
4. Kitchen

Question 11 [1]

Our body posture, along with its movements and placement of different body parts, expression of feelings and emotions, even if we don't display voluntarily. In this regard, what is being referred to?

1. Etiquette
2. Confidence
3. Attitude
4. Positive body language

Question 12 [1]

In the service sector and wider hospitality industry, a person with a good and positive attitude is a pleasure to be around and that's good for your customers and co-workers alike. Comment.

1. True
2. False

Question 13 [1]

Confidence is important for hospitality personnel because it:

1. gives more happiness, peace of mind, enjoyment and less stress.
2. gives freedom from self doubt, fear and social anxiety.
3. increases self worth.
4. All of the above.

Question 14 [1]

Practicing good manners in everyday living, helps in learning _____ for the hospitality industry.

1. negotiating
2. etiquette
3. professional knowledge
4. recreation

Question 15 [1]

Visiting the 'Kumbh Mela' is an example of:

1. Recreation
2. Business tourism
3. Religion tourism
4. Casual holidays

Question 16 [1]

Communication skills, problem solving skills, etiquette, courtesy, responsibility, teamwork are all examples of:

1. Tourism products
2. Hard skills
3. Technical knowledge
4. Soft skills

Question 17 [1]

Recreation, sports, religion, medical, education are all types and purposes of:

1. outbound tourism
2. inbound tourism
3. business tourism
4. leisure tourism

Question 18 [1]

Responsible and regulated travel to fragile, pristine and protected areas of the country is called:

1. Eco tourism
2. Health tourism
3. Leisure tourism
4. Business tourism

Question 19 [1]

Medical aid, foreign currency exchange, safety and security, communication facilities are all examples of:

1. Activities
2. Accessibility
3. Amenities
4. Attraction

Question 20 [1]

Any destination of tourists, need a place to eat, shop and stay overnight to contribute to the economy of that destination. Among the following what best describes this feature?

1. Accommodation
2. Attraction
3. Package availability
4. None of the above

Question 21 [1]

Which among the following is not a major operational department area in a hotel?

1. PMS
2. Food and Beverage
3. Sales and marketing
4. Human resource

Question 22 [1]

The function of the Front office in a hotel is:

1. to maintain guest records and history
2. update the room status
3. facilitate guests pertaining to the telephone both internally and externally
4. all of the above

PART 2

Select two correct options for each of the following questions.

Question 23 [2]

Tourism has the following characteristic features:

1. activity of travelling to a place for pleasure.
2. permanent movement of a family to a new place for health or medical reasons.
3. staying at a particular place for long, for reasons of business and earning.
4. temporary residence without any earning activity.

Question 24 [2]

The mechanism with the help of which the machinery of tourism works is called:

1. Tourism products and services
2. Components of tourism
3. 4 A's of tourism
4. Leisure and Business

Question 25 [2]

Sales and marketing department mainly performs the following functions:

1. Keep property of the hotel safe from accidents and theft.
2. Equip operative level staff with team working and interpersonal skills.
3. Overseeing budgets for advertising, marketing, and promotions.
4. Generating new ideas for customer incentives and accommodation or business.

Question 26 [2]

Identify the statements which best describes Jai Mahal Palace in Jaipur:

1. A hotel that provides minimum amenities and services for a lower price.
2. It acquired approval from Ministry of Tourism but not classified into star categories.
3. Government of India wants to boost tourism and preserve it.
4. Example of Heritage hotel which are hotels in palaces / castles / forts / havelies.

Question 27

[2]

Ecotels are best described as:

1. A 5-Star hotel offering most luxurious premises, guest services, swimming pool, sport and exercise facilities.
2. New concept in hospitality that claims to work for environment protection and preservation.
3. Certified hotels that must pass a detailed inspection and satisfy stringent criteria set by environmental experts.
4. Facade, architectural features and general construction having distinctive qualities.

Question 28

[2]

Personal image in hospitality is important because:

1. It makes you look beautiful.
2. Educational degrees carry no weightage without this.
3. People make more money, get hired and be promoted more quickly.
4. It ensures positive, lasting first impressions, better job, an easier social life.

PART 3**Question 29**

[4]

Match the following columns and select the correct options:-

Column - I**Column - II**

- | | |
|------------------------|--|
| (a) Being friendly | (i) specialized competent behaviour at workplace |
| (b) Being courteous | (ii) behaving in kind and open way |
| (c) Knowledge | (iii) mark of respect and consideration |
| (d) Being professional | (iv) knowing laws of the industry |

- | | | | | |
|-----|-----|------|-------|------|
| (a) | (i) | (ii) | (iii) | (iv) |
| (b) | (i) | (ii) | (iii) | (iv) |
| (c) | (i) | (ii) | (iii) | (iv) |
| (d) | (i) | (ii) | (iii) | (iv) |

Question 30

[4]

Match the following columns and select the correct options:

Column - I**Column - II**

- | | |
|---------------------------------|---|
| (a) "Its my pleasure..." | (i) finding out what guests need |
| (b) "Is there anything else..." | (ii) happy to take care |
| (c) "Have a pleasant day" | (iii) apologising for mistakes |
| (d) "I beg your pardon" | (iv) wishing a good day ahead to guests |

- (a) (i) (ii) (iii) (iv)
- (b) (i) (ii) (iii) (iv)
- (c) (i) (ii) (iii) (iv)
- (d) (i) (ii) (iii) (iv)

Question 31

[4]

Match the following columns and select the correct options:-

Column – I

Column - II

- | | |
|----------------------------------|------------------------------------|
| (a) Food Production Department | (i) selecting and planning menu |
| (b) Food and Beverage Department | (ii) cleaning room and public area |
| (c) Accommodation Operations | (iii) recruitment and selection |
| (d) Human Resource Department | (iv) preparation of food |

- (a) (i) (ii) (iii) (iv)
- (b) (i) (ii) (iii) (iv)
- (c) (i) (ii) (iii) (iv)
- (d) (i) (ii) (iii) (iv)

Question 32

[4]

Match the following columns and select the correct options:

Column - I

Column - II

- | | |
|-----------------------|--|
| (a) Sports tourism | (i) student pursuing higher studies going out of his city of residence |
| (b) Religion tourism | (ii) travel for purposes of pilgrimage |
| (c) Education tourism | (iii) fans and spectators travelling for Olympics / Cricket World Cup |
| (d) Medical tourism | (iv) travelling for complex surgeries and treatment |

- (a) (i) (ii) (iii) (iv)
- (b) (i) (ii) (iii) (iv)
- (c) (i) (ii) (iii) (iv)
- (d) (i) (ii) (iii) (iv)