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Time : 2 Hours

**INTRODUCTION TO THE
HOSPITALITY INDUSTRY**

Subject Code

V	4	3	5	6
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Total No. of Questions : 23

(Printed Pages : 4)

Maximum Marks : 50

INSTRUCTIONS : (i) There are *four* sections in the question paper (A, B, C and D) consisting of **23** questions.

- (ii) **Section A :** Q. Nos. **1** to **4** are Multiple Choice Questions.
Q. Nos. **5** and **6** : Answer in a word, phrase or figure
Q. Nos. **7** and **8** : Answer in *one* sentence.

Section B : Q. Nos. **9** to **14** : Answer in about 15 words.

Section C : Q. Nos. **15** to **20** : Answer in about 30 words.

Section D : Q. Nos. **21** to **23** : Answer in about 50-70 words.

- (iii) Attempt all the questions, however, internal choice is given for question numbers **20** and **23**.
- (iv) Write the number of each question clearly on the answer-book.
- (v) Figures to the right indicate marks allotted to each question.

Section A

1. Which of the following is an advantage of a registration card ? 1
- It acts as a prompt sheet
 - It acts as a C form
 - It acts as a running check in progress
 - It acts as a permanent record

2. The hotels largest margin of profit comes from which section in the hotel : 1
- Restaurants
 - Room sales
 - Banquet functions
 - Shopping centre
3. A restaurant offering continental food with elaborate service. 1
- Speciality Restaurant
 - Coffee shop
 - Continental restaurant
 - Take away
4. A pre-plated service offered to guest in the restaurant. 1
- Russian service
 - French service
 - Gueridon service
 - American service
5. A system of communication used in the hotel which goes via the telephone operator. 1
6. A unit which keeps special plants to beautify the hotel premises. 1
7. State the procedure for left luggage in the hotel. 1
8. Why should the housekeeping department coordinate with the stores in the hotel ? 1

Section B

9. Explain the centralised reservation system used for hotel booking. 2
10. Mention any *four* practices for a professional and hygienic appearance in the food and beverage department. 2
11. Explain the catering services provided in the aircraft. 2
12. Differentiate between service bar and public bar. 2
13. State any *four* functions performed by the kitchen stewarding department in a hotel. 2
14. Explain the following culinary terms : 2
 - Raita
 - Marinade
 - Browning
 - Croutons.

Section C

15. As a receptionist in a starred hotel. How would you handle the registration process for a walk-in guest, if rooms are available for sale ? 3
16. Explain the procedure to page an in-house guest using the bell desk and telephone system. 3
17. Sketch the model layout of the housekeeping department in a hotel. 3
18. Differentiate between semi-formal and in-formal banqueting in the hotel. 3

19. Explain the role of the following chef in the food production department of a hotel : 3

- Chef Saucier
- Chef de Partie
- Chef Garde Manger

20. Explain any *three* types of menus offered in the restaurants. 3

Or

Explain the following sections in a large hotel :

- Still room
- Pantry
- Grill room.

Section D

21. Explain the use of the following documents in the front office department of a hotel : 4

- Arrival departure register
- Arrival notification slip
- Guest folio
- Guest history record.

22. State any *eight* duties the bartender has to perform before opening the bar for the guest in the hotel. 4

23. As a housekeeping staff, how will you maintain the standard of grooming and personal hygiene in the hotel. 4

Or

You are offered the following positions in the housekeeping department of the hotel. Explain your job role :

- Assistant housekeeper
- Housemen
- Chamber maid
- Floor supervisor.