

2019
TRAVEL AND TOURISM (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. It is recognized as one of the largest and finest hotel company.
 - (a) ITC/Sheraton Corporation
 - (b) EIH Limited (The Oberoi Group)
 - (c) The Leela Group
 - (d) The Indian Hotels Company (Taj Hotels Resorts & Palaces)
- ii. This department is responsible for cleanliness, maintenance and the aesthetic standard of the hotel.
 - (a) Food & beverages
 - (b) Engineering and maintenance
 - (c) Housekeeping
 - (d) Sales and marketing
- iii. Hyatt Regency, New Delhi is an example of
 - (a) boutique hotels
 - (b) luxury hotels
 - (c) ecotels
 - (d) heritage hotels
- iv. OTA is an acronym for
 - (a) Online Transport Agents
 - (b) Online Tour Agents
 - (c) Online Travel Agents
 - (d) Online Tourism Association
- v. How many stages are there in the guest cycle?
 - (a) 4
 - (b) 5
 - (c) 6
 - (d) 7
- vi. It is often referred to as the nerve centre of the front office department.
 - (a) Reception
 - (b) Reservation desk
 - (c) Concierge desk
 - (d) Travel desk

- vii. This rack is used to help the employees to route the mail, messages and other visitor inquiries in a systematic way.
 - (a) Information rack
 - (b) Mail and message rack
 - (c) Visitor's rack
 - (d) Whitney rack

- viii. In which country the people answer their phone by saying, 'Get on with it'?
 - (a) Italy
 - (b) Netherlands
 - (c) Spain
 - (d) Finland

- ix. A fixed price saleable travel product that makes it easy for a traveler to buy and enjoy a destination or several destinations.
 - (a) Incentive travel
 - (b) Inclusive tour
 - (c) Fam tours
 - (d) Package

- x. A procedure or method associated with the provision of first-aid at the workplace.
 - (a) First-aider
 - (b) First-aid services
 - (c) First-aid requirements
 - (d) First-aid facilities

Answer the following questions in one word or one sentence:

- 2. What is resort? 1

- 3. Mention any two facilities provided by hotels. 1

- 4. Write any two major revenue producing departments in hotel. 1

- 5. Who grants approval and recognition to the travel agents across India? 1

- 6. Mention any two attributes of front office staff. 1

- 7. What is hospitality industry? 1

- 8. What is paging? 1

- 9. Write any two equipments used in front office. 1

Answer the following questions in 20-50 words:

- 10. Why is customer care service important in hospitality industry? 2

- 11. What is food and beverages department? Write two examples. 1+1=2

- 12. Distinguish between floatels and rotels. 2

- 13. Who are tour operators? 2

- 14. Draw a format of Guest Arrival/Errand Card. 2

- 15. What is electronic key system? Write any two type of keys used in hotel for security reasons. 1+1=2

- 16. Mention any four attributes of phone handling. 2
- 17. Write the meaning of any two categories of fire. 2

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

- 18. Explain any four characteristics of hospitality industry. 4
- 19. Explain four different sections of front office department. 4
- 20. Explain any four importance of communication in front office. 4
- 21. Explain any four security measures taken by hotels for the safety and security of guest. 4
- 22. Describe the procedure that has to be followed in handling mail and messages by front desk staff. 4
- 23. Discuss how internet has become one of the important intermediaries in the distribution channel of hospitality industry. 4
