

2019 III 12

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Seat No.

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Time : 2 Hours

Introduction to the Hospitality Industry

Subject Code

V	3	5	6
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Total No. of Questions : 5

(Printed Pages : 4)

Maximum Marks : 50

*INSTRUCTIONS* : (i) Answer each question on a fresh page.

(ii) Write the number of each question and sub-question clearly.

(iii) All questions are compulsory.

(iv) Figures to the right indicate full marks.

(v) The question paper consists of 5 units of 4 questions each.

(vi) Answer question no. 1 of each unit in about 2 words.

(vii) Answer question no. 2 of each unit in about 30 words.

(viii) Answer question no. 3 of each unit in about 50 words.

(ix) Answer question no. 4 of each unit in about 100 words.

### Unit I

1. (1) A slip issued by the front office to the various departments of a hotel when the guest checks-in. 1

(2) State any four qualities a telephone operator needs to possess to maintain efficiency in the hotel. 2

- (3) Explain the process of paging an in-house guest in the hotel using telephones and public address system. 3
- (4) You are working at the hotel Plazo as a front office assistant. How will you proceed with the registration process of a reserved guest and a walk-in guest at the hotel ? 4

*Or*

If you are offered a job of a front office assistant at Hotel Ria Classic, state any *eight* qualities you are expected to possess.

## **Unit II**

2. (1) A room located on the guest floor to keep a supply of linen, guest supplies and cleaning supplies for the floor. 1
- (2) Mention any *four* functions of the information department. 2
- (3) Explain any *two* types of complaints registered by guest at the hotel and how will you handle them. 3
- (4) If you are given the role of the following House-keeping Staff, what duties you are expected to perform : 4
- (a) Linen room supervisor
- (b) Public area supervisor
- (c) Room attendant
- (d) Night supervisor.

### Unit III

3. (1) A service in a restaurant where a dish comes partially prepared from the kitchen. 1
- (2) How does the House-keeping Department coordinate with the Personnel Department of a hotel. 2
- (3) Explain any *three* qualities a House-keeping Staff needs to possess. 3
- (4) If you are working as a Bartender at the Azul Bar, mention any *eight* duties you are suppose to perform before opening the bar for the guest. 4

*Or*

Explain the following types of restaurants :

- (a) Coffee shop
- (b) Speciality Restaurant
- (c) Discotheque
- (d) Night Club.

### Unit IV

4. (1) A commercial establishment committed to the sale of Food and Beverage. 1
- (2) What type of knowledge should a Food and Beverage service personnel acquire for the job ? 2
- (3) Explain the different types of transport catering units. 3
- (4) Elaborate on the process of Formal Banqueting. 4

## Unit V

5. (1) Small pieces of meat fixed on skewers. 1
- (2) State any *four* functions of the kitchen stewarding department in the hotel. 2
- (3) Sketch the organizational layout of the kitchen staff in the food production section of a hotel. 3
- (4) Explain the different type of menus in menu planning. 4