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Time : 1½ Hours**TRAVEL & TOURISM (HOSPITALITY)****Subject Code**

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Total No. of Questions : 3**(Printed Pages : 6)****Maximum Marks : 30**

INSTRUCTIONS : (1) *All questions are compulsory.*(2) *Figures to right indicate full marks.*(3) *Write the nos. of the question and sub-question clearly.*(4) *Draw diagrams wherever necessary.*(5) *Answer to every question shall start on a fresh page.*

1. (A) Select and write the appropriate answer from the alternatives given below and complete the sentences : 6×½=3

(1) are items used to keep flowers, foliage and stems in place within the container.

(a) Bases

(b) Plant materials

(c) Mechanics

(d) Equipments

(2) is a check list to keep track of all key cards.

(a) Key card register

(b) Board

(c) Drawer

(d) Book

(3) in safe work practices must be part of ongoing agenda.

(a) Education and Training

(b) Lecture

(c) Learning

(d) Practical

(4) refer to the structure on which the container stands.

(a) Jugs

(b) Supports

(c) Mechanics

(d) Containers

(5) In most of the Hotels briefing of the Employees is done at

(a) Kitchen

(b) Guest room

(c) Lobby

(d) Control desk

(6) is a Universal Solvent.

(a) Water

(b) Oil

(c) Petrol

(d) Containers

- (B) Answer the following in **10 to 15** words : 3×1=3
- (1) Define principle of harmony.
 - (2) Define Departure.
 - (3) List the ways to conserve energy.
- (C) Answer the following in **30 to 40** words (any *two*) : 2×2=4
- (1) What are the advantages and disadvantages of on-premises laundry ?
 - (2) List any *five* safety and security measures necessary in hotels.
 - (3) What are the steps hotels should take to conserve water ?
2. (A) Select and write the appropriate answer from the alternatives given below and complete the sentences : 6×1½=3
- (1) opens all Guest room doors even when they are double locked.
 - (a) Grand Master key
 - (b) Card
 - (c) Locker key
 - (d) Spanner
 - (2) is a horticultural art which is used to beautify hotel interiors, specially lobbies and restaurants.
 - (a) Bonsai
 - (b) Informal arrangement
 - (c) Miscellaneous styles
 - (d) Traditional style

- (3) with the help of water removes dirt n grit from the linen and fabric.
- (a) Detergent
 - (b) Miscellaneous styles
 - (c) Oil
 - (d) Kerosene
- (4) Burning of wood, paper, linen and similar dry materials comes under
- (a) Class A Fire
 - (b) Spark
 - (c) Smoke
 - (d) Paper
- (5) rooms should be closer to the elevator.
- (a) Security
 - (b) A lady traveler
 - (c) Chef
 - (d) Manager
- (6) was pioneered by the 18th Century Painter, William Hogarth.
- (a) S' shape
 - (b) Line mass style
 - (c) Landscape style
 - (d) Fan shape

- (B) Answer the following in **10 to 15** words each : 3×1=3
- (1) What are Accessories ?
 - (2) Explain Room Status Report.
 - (3) What do you mean by Laundry ?
- (C) Answer the following in **30 to 40** words (any *two*) : 2×2=4
- (1) Draw and explain the format of any *one* :
 - (a) Guest Message Register
 - (b) Key Control Register
 - (c) Lost and Found Register
 - (d) Departure Register.
 - (2) Explain types of fire and fire extinguishers used in housekeeping.
 - (3) What are the steps hotels can take to conserve energy ?
3. (A) Expand the following terms (any *three*) : 3×1=3
- (1) DND Card
 - (2) OOO
 - (3) NCI
 - (4) NSD
 - (5) MUR

- (B) Answer the following in **30 to 40** words : 2×2=4
- (1) What are the safety and security measures taken by the hotels for women ?
 - (2) Duties and responsibilities of Housekeeping Supervisor.
 - (3) Explain any *two* styles of flower arrangement.
- (C) Draw Hotel laundry flow chart. 3