

2021
CLASS – IX (Phase-2)
Tourism & Hospitality (Vocational)

Total marks: 25

Time: 1 hour

General instructions:

- i) *Approximately 5 minutes is allotted to read the question paper and revise the answers.*
- ii) *All questions are compulsory.*
- iii) *The question paper consists of 12 questions.*
- iv) *Marks allocated to every question are indicated against it.*

N.B: *Check to ensure 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: 5x1=5

- i. Which of the following is a web browser?
(a) Internet (b) Windows
(c) Chrome (d) Bandwidth
- ii. A project or undertaking that is bold and fulfills a need of the society which no one has ever addressed is known as
(a) Entrepreneurship (b) Enterprise
(c) Entrepreneur (d) Start up business
- iii. The menu in which all the items are individually priced and the customers select and combine dishes according to their choice is known as
(a) Table d'hote menu (b) Buffet
(c) Du jour menu (d) A la carte menu
- iv. The orders placed by guest are recorded on
(a) kitchen order ticket (b) bill book
(c) receipt (d) cash memo
- v. How should one communicate to resolve disagreements or fix complex problems?
(a) Get personal (b) Talk over phone
(c) Speak face to face (d) Apologise

Answer the following questions in one word or one sentence:

2. Write one step for starting a business. **1**
3. What is briefing? **1**
4. What should a waiter do if the guest gives tips while collecting bill? **1**
5. What kind of feedback should be given to maintain a good relationship with co-worker? **1**

Answer the following questions in 20-50 words:

- 6. What is green economy? List any two components of green economy. **1+1=2**
- 7. What is restaurant service chain? Give any two examples. **1+1=2**
- 8. Mention any two important things a waiter should know while recording an order. **2**
- 9. Why is effective communication important in dealing with customers and colleagues? **2**

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

- 10. Write any four procedures for receiving guest in a restaurant. **4**
- 11. What is order taking? Write any three skills needed to handle customers efficiently by the order taker. **1+3=4**
- 12. Explain briefly any four common uses of internet. **4**
