

**2019**  
**CLASS - IX**  
**TOURISM & HOSPITALITY (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. nos.18 to 23 where general option is given.*
- iii) *The question paper consists of 23 questions.*
- iv) *Marks allocated 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=1**
- i. Which of the following is a traditional tourist destination?
    - (a) Historical places
    - (b) Monuments
    - (c) Beaches
    - (d) Ancient Temples
  - ii. Which of the following is a main factor that led to the emergence of inn-keeping and hospitality as a commercial activity?
    - (a) Invention of wheel
    - (b) Discovery of sea routes
    - (c) Invention of locomotives
    - (d) Emergence of traders
  - iii. Which of the following is *not* a primary type of catering service?
    - (a) Banquet hall
    - (b) Deluxe hotel
    - (c) Off premises
    - (d) Mobile unit
  - iv. The hotel department responsible for generating new business is the department of
    - (a) Sales & Marketing
    - (b) Purchase & Stores
    - (c) Accounting
    - (d) Human Resource Development
  - v. It is used to indicate a fixed menu where multi course meals with limited choices are charged at a fixed price.
    - (a) Maitre d' hote
    - (b) Mis-en-place
    - (c) A la carte menu
    - (d) Table d' hote menu
  - vi. Who is the head in a food and beverage department?
    - (a) Food and Beverage Manager
    - (b) Food and Beverage Supervisor
    - (c) Food and Beverage Captain
    - (d) Restaurant Manager
  - vii. Which of the following is a part of glass?
    - (a) Lid
    - (b) Stem
    - (c) Goblet
    - (d) Handle
  - viii. While communicating with colleagues, one should maintain
    - (a) discipline
    - (b) punctuality
    - (c) confidentiality
    - (d) correct posture
  - ix. What does an upright body posture imply?
    - (a) Fear
    - (b) Confidence
    - (c) Happiness
    - (d) Confusion

- x. It is a short range wireless communication technology.
  - (a) GPS
  - (b) Wi-Fi
  - (c) Internet
  - (d) Bluetooth

**Answer the following questions in one word or one sentence:**

- 2. What is a catering establishment? 1
- 3. What is meant by Restaurant Service Chain? 1
- 4. From which side should a waiter approach the guest in a restaurant table? 1
- 5. State one important point on how talking face to face helps in communication. 1
- 6. What is cutlery? 1
- 7. Mention any two career opportunities in catering industry. 1
- 8. What is communication skill? 1
- 9. What is meant by recycling? 1

**Answer the following questions in 20-50 words:**

- 10. Distinguish between inbound and outbound tourism. 2
- 11. Name the two classifications of catering industry and briefly explain any one of them. 1+1=2
- 12. Write any two physical attributes of a good waiter. 2
- 13. Write any two procedures to be followed in receiving guest. 2
- 14. Differentiate between briefing and de-briefing in restaurants. 2
- 15. Write any two significance of effective communication. 2
- 16. Write any two important points to be observed while attending an order by a waiter. 2
- 17. Mention any two self management skills and write its meanings? 1+1=2

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

- 18. Briefly explain any four impacts of tourism industry. 4
- 19. Explain the four components of tourism. 4
- 20. Explain any four secondary catering establishments. 4
- 21. Mention any four items needed for laying a cover on the table and write what it denotes. 2+2=4
- 22. Mention any four duties and responsibilities of a food and beverage Manager. 4
- 23. What is entrepreneurship? Write any three distinguishing characteristics of entrepreneurship. 1+3=4

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