

Total number of printed pages : 2

NB-N/T&H(V)

2020
CLASS - IX

Tourism & Hospitality (Vocational)

Total marks : 50

Time : 2 hours

General instructions :

- i) All questions are compulsory except Q. nos.18 to 23 where general option is given.
- ii) The question paper consists of 23 questions.
- iii) 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=10

- i. Paralanguage is
 - (a) a facial expression
 - (b) a movements of body
 - (c) maintaining an eye contact
 - (d) the tone, speed and volume of our voice
- ii. GPS stands for
 - (a) Global Positioning System
 - (b) Global Payment System
 - (c) Global Program System
 - (d) Global Political System
- iii. Temporary visitors staying for less than twenty four hours in the country visited are called
 - (a) Inbound tourists
 - (b) Outbound tourists
 - (c) Domestic tourists
 - (d) Excursionists
- iv. Which hotel in 1794, marked the beginning of the present-day hotel industry?
 - (a) The New Yorker Hotel
 - (b) The Plaza
 - (c) The City Hotel
 - (d) The Country Hotel
- v. Catering that involves the taking of food supplies and services to a location designated by a client is known as
 - (a) banquet hall catering
 - (b) off premises catering
 - (c) mobile unit catering
 - (d) welfare catering
- vi. Which department is responsible for the management of guest rooms and cleanliness of all public areas of a hotel?
 - (a) Front office
 - (b) Housekeeping
 - (c) Security
 - (d) Engineering
- vii. A meeting of the restaurant staff prior to the opening of the restaurant is called
 - (a) Mis-en-place
 - (b) Mis-en-scene
 - (c) Briefing
 - (d) De-briefing
- viii. When two tables are occupied at approximately the same time, the waiter must take the order of
 - (a) the first party
 - (b) the guest who is familiar to him
 - (c) the guest nearest to him
 - (d) try to attend to all of them together
- ix. In order to have an effective communication with colleagues, one should
 - (a) shout while communicating
 - (b) use sign language
 - (c) listen attentively
 - (d) have eye contact

- x. A menu in which all the items are individually priced and customer select and combined dishes according to their choice.
 - (a) A la carte
 - (b) Mini bar
 - (c) Buffet
 - (d) Table d hote

Answer the following questions in one word or one sentence:

- 2. What is flatware? 1
- 3. What is the Food & Beverage department? 1
- 4. What is Domestic tourism? 1
- 5. Name two classifications of the catering industry. 1
- 6. What are Hotels? 1
- 7. Why should a waiter possess a rapid writing skill? 1
- 8. Why is it important to have effective communication with the colleagues? 1
- 9. What is required to build trust with your colleagues? 1

Answer the following questions in 20-50 words:

- 10. Differentiate between interests and abilities. 2
- 11. What are renewable resources? Give two examples. 1+1=2
- 12. What is meant by tourist destination? 2
- 13. What is restaurant service chain? Give two examples. 1+1=2
- 14. List any two important procedures to be followed while receiving guest. 2
- 15. Write any two skills necessary for a waiter. 2
- 16. Mention any two important things a waiter should know while attending an order. 2
- 17. How can one offer constructive criticisms to their colleagues? 2

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

- 18. Explain any four roles of an Entrepreneur. 4
- 19. Explain the components of Tourism. 4
- 20. Explain the classifications of catering industry. 4
- 21. What is room's division? Explain any three departments under room's division. 1+3=4
- 22. Write any four duties and responsibilities of a food and beverage Manager. 4
- 23. If you had a choice to start a business of your own, which business will you start? Why do you want to start this type of business? 4
