

2022

TOURISM & HOSPITALITY

(Theory)

Full Marks : 30

Time : 1 hour

The figures in the margin indicate full marks for the questions

General Instructions:

- (i) Write all the answers in the Answer Script.
- (ii) Attempt all parts of a question together at one place.

SECTION – A

1. Choose the most appropriate answer from the given options (**any eight**): $1 \times 8 = 8$

- (a) Temporary visitors staying less than twenty four hours in the country visited are known as
 - (i) Tourist
 - (ii) In-bound tourist
 - (iii) Out-bound tourist
 - (iv) Same-day Visitors/Excursionists.

- (b) Which of the following is not a self-management skills?
 - (i) Problem solving skill
 - (ii) Understanding skill
 - (iii) Bargaining
 - (iv) Confidence building.
- (c) A room assigned for four person, having two or more beds is called
 - (i) Quad room
 - (ii) King room
 - (iii) Queen room
 - (iv) Triple room.
- (d) Sharing of information by using words, language, sounds and speech are known as
 - (i) Visual Communication
 - (ii) Verbal Communication
 - (iii) Written Communication
 - (iv) Non- verbal Communication.

(3)

- (e) Movement of the tourist within one's own country is called
- (i) International tourist
 - (ii) Domestic tourist
 - (iii) Out-bound tourist
 - (iv) In-bound tourist.
- (f) Rahul gets feedback on his project work from his class teacher. Which of these options demonstrate positive attitude in this situation?
- (i) Rahul ignores the feedback.
 - (ii) Rahul takes the feedback but does not use it.
 - (iii) Rahul tells others that the teacher is wrong.
 - (iv) Rahul learns from the feedback and makes his project work better.
- (g) Hotels which are owned by a single owner, who might use it for some part of the year and rent it out for the remaining part of the year is known as
- (i) Resort
 - (ii) Condominium hotel
 - (iii) Time share hotel
 - (iv) Lodges.

(4)

- (h) When was the term 'Green Economy' first coined?
- (i) 1988
 - (ii) 1986
 - (iii) 1987
 - (iv) 1989
- (i) Which of the following is not a part of grooming?
- (i) Shoes
 - (ii) Cleanliness
 - (iii) Jewellery
 - (iv) Food habit.
- (j) Tourism which consists of people who possess a common special interests that influences their travel choices are known as
- (i) Mass tourism
 - (ii) Special Interest tourism
 - (iii) Sustainable tourism
 - (iv) Adventure tourism.

(5)

(k) Which of the following is a barrier of communication when the body language is unknown?

- (i) Cultural Barrier
- (ii) Inter-personal Barrier
- (iii) Physical Barrier
- (iv) Environmental Barrier.

(l) Which plans provides a room along with breakfast, lunch and dinner?

- (i) European Plan (EP)
- (ii) American Plan (AP)
- (iii) Modified American Plan (MAP)
- (iv) Jungle Plan (JP).

SECTION – B

(Very short answer type questions)

2. Define the following (*Any four*):

$1 \times 4 = 4$

- (a) Tourism
- (b) Green Economy

(6)

(c) Queen room

(d) Non-Verbal Communication

(e) Out-bound Tourism

(f) Table d'hote menu.

SECTION – C

3. Write short answer-type questions of the following
(**any three**):

$2 \times 3 = 6$

- (a) Who is a meet and greet officer?
- (b) What are the elements of Communication Cycle?
- (c) Write a short note on Eco-Tourism.
- (d) How many types of Greetings are there? Explain each of them.
- (e) As a front desk agent, what are the steps you should undertake when the guest arrives at the reception to check-in?
- (f) What are the two types of suites? Explain briefly.

SECTION – D

4. Write long answer-type questions of the following
(**any three**):

$4 \times 3 = 12$

- (a) List and explain the 4A's of tourism?

(7)

- (b) Explain briefly the three steps to personal hygiene.
- (c) What is the importance of accommodation in the Tourism & Hospitality Industry?
- (d) What are the function of the Front Office Department?
- (e) Explain the four major types of food and beverage services.
- (f) What are the roles of the government towards sustainable development?

Note : Answer can be accepted from outside the text but relevant to the context.

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