

11th ARF(SZ)JKUT2024-25

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TOURISM AND HOSPITALITY

(Food and Beverage/Customer Service)

(Vocational)

Time : 2½ Hours]

[Maximum Marks : 50

(Customer Service)

(Long Answer Type Questions)

5 each

- 1 Explain verbal communication and its types.

Or

What is time management and how can you manage your time ?

- 2 Define adventure tourism. Differentiate between inbound and outbound tourism.

Or

Explain the primary and secondary constituents of tourism.

- 3 What are the primary and secondary types of accommodation ? Explain with examples.

Or

Describe various functions of front office department.

(Short Answer Type Questions)

3 each

4. What values does a successful entrepreneur have ? Write any *three* values with examples.
5. What are the various forms of tourism ? Explain briefly.
6. What are the different types of meal plans offered to the guest by the five star hotels ?
7. Explain the greeting formalities at the time of check-in to the hotels.
8. Explain the importance of checking duties as per duty roaster.

(Very Short Answer Type Questions)

2 each

9. Define entrepreneur.
10. Define mass tourism.
11. Define Hotel.
12. Enlist any *four* customer related documents maintained by the customer service executive.
13. Enlist any *four* types of meal plan.

(Multiple Choice Questions)

1 each

14. (i) Tourism is a and movement of people from one place to another :

(A) Permanent, long-term (B) Temporary, long-term
(C) Temporary, short-term (D) Permanent, short-term

- (ii) Which of these is not a purpose of tourism ?
(A) Education
(B) Business
(C) Sight-seeing
(D) Employment
- (iii) American plan includes .
(A) Only Breakfast
(B) Only Room Rent
(C) All three major meals and Room Tariff
(D) None of these
- (iv) Food and Beverage served in guest room is known as :
(A) Full service (B) Room service
(C) Complement service (D) None of these
- (v) The Travel Desk is also a part of in a hotel.
(A) Security (B) Accounts
(C) Front office (D) All of these
- (vi) refers to making travel arrangements like railway reservation, cancellation, amendments, or purchasing air-tickets for a guest.
(A) Selling (B) Auditing
(C) Ticketing (D) Check-in

- (vii) TAC refers to :
- (A) Travel agent's commission
 - (B) Travel agents corporation
 - (C) Travel agent camp
 - (D) All of these
- (viii) The various types of visas include :
- (A) Transit visa and medical visa
 - (B) E-visa and tourist visa
 - (C) Transit visa and employment visa
 - (D) All of these
- (ix) What is the primary focus of adventure tourism ?
- (A) Relaxation and luxury
 - (B) Outdoor and physical activities in natural environment
 - (C) Cultural exploration
 - (D) Shopping and night life <https://www.jkboseonline.com>
- (x) What do you call tourism that focuses on helping the environment ?
- (A) Mass tourism
 - (B) Adventure tourism
 - (C) Eco tourism
 - (D) Space tourism