



School of Hospitality & Tourism Skills

Session: 2021-22 (Summer Semester)

B. Voc. Program, Third Semester,

1st In-Sem. Examination

Course Code: SHT 1320

Time: 1 Hour

Course Name: Hospitality Education II

Max. Marks: 20

Instruction:

Section – A

Objective type questions, each question carries 01 mark.

05X01 = 05 Marks

Q1. Times new Roman, Cambria, Arial are the example of _____

- (A) Font face
- (B) Clipart
- (C) SmartArt
- (D) Themes

- (C) Ctrl+ O
- (D) Ctrl+ U

Q2 . What is the default PowerPoint standard layout?

- (A) Blank
- (B) Title slide
- (C) Title only
- (D) Comparison

Q4 Which type of view is not present in MS PowerPoint?

- (A) Extreme animation
- (B) Slide show
- (C) Slide sorter
- (D) Normal

Q3 To center the selected text, the shortcut key is _____

- (A) Ctrl+ C
- (B) Ctrl+ E

Q5 Which feature is not in MS PowerPoint?

- (A) Scan a virus
- (B) Zoom
- (C) Background color
- (D) Slide show

Section – B

3X02 = 06 Marks

Short answer type questions, each question carries 02 marks.

Q.1.What does you mean by safety and security in Hotel?

Q.2 Explain the benefits feedback?

Q.3 Explain the term order-taking?

Section – C

03X03 = 09 Marks

Essay type questions, each question carry 03 marks.

Q. 1. Explain the co-ordination of Service Department?

Q.2. Describe the importance of equipments in the hotel.

Q.3. Mention the importance of Account in Hotel?





Answer Key: INTERCOMPANY COMPANY (SET B)

Section A:

1. A
2. B
3. B
4. A
5. A

Answer key

Section B:

1. The aim of the safety and security measures followed by the hotels is to reduce the crime, terrorism, natural disasters and from any man made hazards. The hotel security covers various aspects like guest room locking, public area security and security of the system with equipment's found in the hotel.
2. Feedback is about listening actively, taking the time to analyze, and then thinking of the best possible solution to perform better. It provides positive criticism and allows seeing what everyone can change to improve their focus and results. It brings people together and creates a healthy communication flow.
3. Order taking is a process of recording orders accurately, securing the recorded data and delivering the same.

Section C:

1. The food and beverage (F&B) department consists of both the service staff as well as the kitchen staff. The coordination of housekeeping with the restaurants and banquet halls is mainly concerned with the provision of linen and uniforms.
2. Having a regular preventative maintenance plan in place keeps your hotel running smoothly, increases overall guest satisfaction, cuts down on large expenditures and ultimately, saves your staff time. It's also important for general safety, cleanliness and, in many cases, compliance with brand standards.
3. Hotel Accounting is considered as the boon for better decision making that brings in good fortune to hoteliers if handled efficiently. Beyond that it involves summarizing, reporting and analyzing the hotel's financial position for a particular period, further helps in budgeting, forecasting and future cost planning.

M. Hussli



School of Hospitality and Tourism Skills
Session: 2021-22 (Summer Semester)
B. Voc. Program, 3rd Semester,
1st In-Sem. Examination

Course Code: SHT1330

Time: 1 Hour

Course Name: TOUR GUIDE AND HERITAGE TOUR GUIDE

Max. Marks: 20

Instruction:

Section A -05 objective type questions, each question carries 01 mark.

Section B- 03 short answer type questions, each question carries 02 marks.

Section C-03 essay type questions, each question carries 03 marks

Section – A

05X01 = 05 Marks

Question No.1- What is Check-out?

- a) Departure
- b) After departure of a guest
- c) Escorting of Guest
- d) Cancellation

- b) Guest Relation Executive
- c) Front Office Executive
- d) Night Auditor

Question No.2- What is Rack Rate?

- (a) Lowest cost of accommodation
- (b) The full cost of Holiday package
- (c) The Published cost of Accommodation
- (d) Cost of accommodation plus break fast

Question No.4- Which of the Following comes under Modes of Reservation?

- a) Non –Guaranteed Reservation
- b) Letter
- c) Travel Agent
- d) Guaranteed Reservation

Question No.3- Who is GRE in Front office Department?

- a) Front Office Agent.

Question No.5- Hotels consist of 101-300 rooms are known as?

- a) Large Hotel
- b) Small Hotel
- c) Very large Hotel
- d) Budget Hotel

Section – B

03X02 = 06 Marks

Question No.6- What is Hotel?

Question No.7- What are the Duties and Responsibilities of a front office Manager?

Question No.8 - What is hospitality?

Section – C

03X03 = 09 Marks

Question No.9- Draw the format of Registration Card

Question No.10- What are the modes, and types of Reservation?

Question No.11- Draw the organizational chart of the Front Office Department.



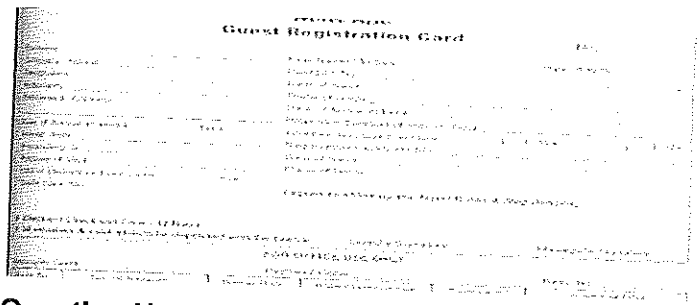
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Section – C

03X03 = 09 Marks

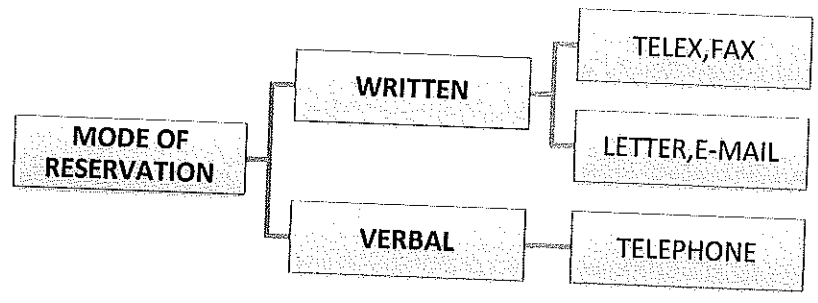
Question No.9- Draw the format of Registration Card.

Ans.



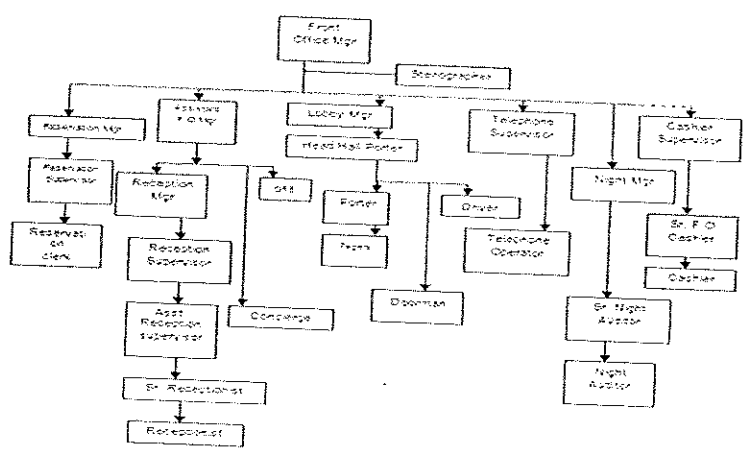
Question No.10- What are the modes, types of Reservation?

Answers – Guaranteed and Non-Guaranteed Reservations



Question No.11- Draw the Organizational chart of the Front Office Department.

Answer-



M. Prissli



School of Hospitality & Tourism Skills

Session: 2021-22 (Summer Semester)

B. Voc. Program, Third Semester,

1st In-Sem. Examination

Course Code: SHT 1140

Time: 1 Hour

Course Name: Housekeeping Service Manager Advanced

Max. Marks: 20

Instruction:

Section – A

Objective type questions, each question carries 01 mark.

05X01 = 05 Marks

Q.1. A Jaipur Tourism is suitable for

- a) Graded hotels
- b) Non Category Hotel
- c) Heritage Hotel
- d) All the above

Q.3. Steam press is used for

- a) Washing clothes
- b) Folding
- c) Drying
- d) Ironing cloth

Q.2 In a Quad bedroom, the number of glasses given to the guests is

- a) 1
- b) 2
- c) 4
- d) None of these

Q.4. Dusting is done

- a) Daily
- b) weekly
- c) Periodically
- d) monthly

Q.5. Wood is a

- a) Soft floor
- b) hard floor
- c) Semi hard flooring
- d) rough

Section – B

Short answer type questions, each question carries 02 marks.

03X02 = 06 Marks

Q.1. What is crib?

Q.2. What is a flat ware?

Q.3 State two type of Room?

Section – C

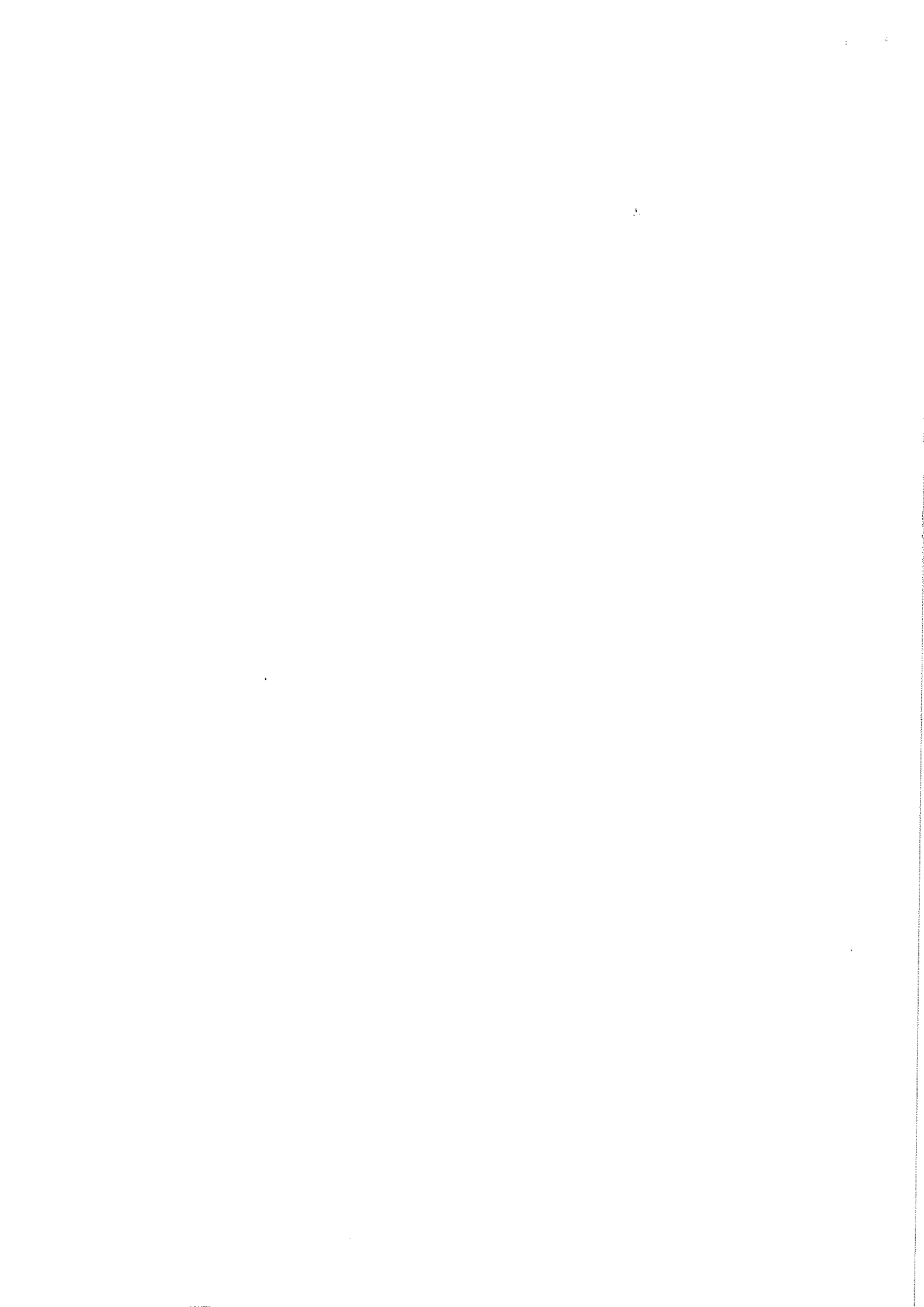
Essay type questions, each question carry 03 marks.

03X03 = 09 Marks

Q.1. Explain housekeeping service?

Q.2. Define the Due out? Explain?

Q.3 Explain the bed spread in the Hotel?





Answer Key: Housekeeping Service Manager Advanced (SET B)

Section A:

1. D
2. C
3. D
4. A
5. B

Answer key

Section B:

Answer 1. Crib

A **crib** is a bed with high sides that babies sleep in. To **crib** is to cheat, like copying off someone else during an exam. ... A **crib** is a small, cozy bed that has high sides known as slats. The slats keep the baby from falling out. To **crib** is different — it means to cheat, especially by copying or stealing information.

Answer 2. Flatware

Relatively flat items of crockery such as plates and saucers

Answer 3. Type of Room

- Master Suite: A parlour or living room connected to one or more bedrooms.
- Mini-Suite or Junior Suite: A single room with a bed and sitting area. Sometimes the sleeping area is in a bedroom separate from the parlour or living room.

Section C:

Answer 1. Housekeeping Service

Housekeeping refers to the management of duties and chores involved in the running of a household, such as **cleaning**, cooking, home maintenance, shopping, and bill payment. These tasks may be performed by members of the household, or by other persons hired for the purpose.

Answer 2. Due out Room

The **room** is expected to become vacant after the following day's checkout time. ... **Checkout**: The guest has settled his or her account, returned the **room** keys, and left the hotel. **Late Check-out**: The guest has requested and is being allowed to check **out** later than the hotel's standard check-out time.

Answer 3. Bed Spread

Bedding, also known as bedclothes or bed linen, is the materials laid above the mattress of a ... **Flanged**: Including a decorative band of fabric that is straight or tailored; often used to **describe** pillows or pillow shams.

M. Hussain

