



2018 VI 12

1430

Seat No. :

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Time : 2 Hours

**INTRODUCTION TO THE HOSPITALITY INDUSTRY  
(New Syllabus)**

**Subject Code**

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|---|---|---|---|
| V | 3 | 5 | 6 |
|---|---|---|---|

Total No. of Questions : 5

(Printed Pages : 3)

Maximum Marks : 50

- INSTRUCTIONS:**
- Answer **each** question on a **fresh** page.
  - Write the number of **each** question and sub-question clearly.
  - All** questions are **compulsory**.
  - Figures to the **right** indicate **full** marks.
  - The question paper consist of **05** units of **04** questions **each**.
  - Answer question no. **1** of **each** unit in about **02** words.
  - Answer question no. **2** of **each** unit in about **30** words.
  - Answer question no. **3** of **each** unit in about **50** words.
  - Answer question no. **4** of **each** unit in about **100** words.

**UNIT – I**

- I. 1.1. A system of blocking a room in advance for a guest in the hotel. [1]
- 1.2. Mention any four qualities of a front office staff. [2]
- 1.3. Explain any three type of complaints made by guest at the front office department of a hotel. [3]
- 1.4. At the information department of a hotel how will you page for a guest through the public address system and bell desk. [4]

**OR**

- 1.4. At the reception of a hotel how will you process the registration formalities of a walk-in and a booked guest.



## UNIT – II

- II. 2.1. A section in the Housekeeping department which stores guest supplies, linen and cleaning supplies on each floor of the hotel. [1]
- 2.2. State the duties of the floor supervisor in the housekeeping department of the hotel. [2]
- 2.3. Housekeeping staff needs to be physically fit and must have an eye for detail. Explain. [3]
- 2.4. Explain the coordination of the housekeeping department with the following : [4]
- a) Food of Beverage
  - b) Security
  - c) Personnel
  - d) Purchase.

OR

- 2.4. Explain the functioning of the following departments in the house-keeping department.
- a) Lost and Found Section
  - b) Desk Control Room
  - c) Uniform Room
  - d) Green House.

## UNIT – III

- III. 3.1. A meal arranged for a group of people to mark an occasion ? [1]
- 3.2. Why should food and beverage service personnel be punctual at work. [2]
- 3.3. Sketch the layout of a Bar in a hotel. [3]
- 3.4. Explain the following type of food service in the restaurant of a hotel. [4]
- a) Grill Room Service
  - b) French Service
  - c) Gueridon Service
  - d) American Service.



#### UNIT – IV

- IV. 4.1. A menu with price for an entire meal. [1]  
4.2. What is instant reservation system ? [2]  
4.3. Explain the three types of Registration process. [3]  
4.4. Explain the process of formal and Informal Banqueting. [4]

#### UNIT – V

- V. 5.1. Meat basteel with highly seasoned sauce. [1]  
5.2. What is a Garde Manger in the Food production department. [2]  
5.3. Explain the functioning of the Kitchen Stewarding department which is an integral part of the food service operations. [3]  
5.4. Explain the role played by the following chef in the Kitchen department of a hotel. [4]  
a) Chef de cuisine  
b) Sous chef  
c) Chef tournant  
d) Chef de partic.
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