Series

A

CODE : 12

Write here Roll Number and Answer Sheet No.

Question Booklet Sl. No.

A

Roll No.

Answer Sheet No.

Duration : 1 Hour

Total Marks : 100

Declaration by Invigilator :
I Certify that I have checked that the Roll Number and the Answer Sheet Number written by the Candidate on the question paper and the OMR Sheet are correct and the Answer Sheet Number matches the Question Booklet Number exactly.

Signature of the Invigilator with Name

Declaration by andidate :
I undertake not to employ any unfair means in this exam. I have checked the Question Booklet Number and the Answer Sheet Number and both are identical and have been correctly entered by me wherever indicated.

Signature of the Candidate with Name

Read the following instructions carefully before you begin to answer the questions.

IMPORTANT INSTRUCTIONS TO CANDIDATES

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1. The Roll No. is a **7** digit No., the candidate needs to circle the Roll No. in the Answer Sheet.
2. The appropriate Circle should be shaded for Roll No. This should be done carefully because only the shaded circles are scanned.
3. Valuation of Answer Sheet will be done on the computer. Candidate should not make any stray marks on the Answer Sheet, tamper with or mutilate it. Otherwise it will not be evaluated.
4. Please check all the pages of the Booklet carefully. In case of any defect, please ask the Invigilator for replacement of the Booklet.
5. You must not tear off or remove any sheet from this Booklet. The Answer Sheet must be handed over to the Invigilator before you leave the Examination Hall.
6. All questions are compulsory and each Question carries **2** marks.
7. **The paper carries negative marking. For each wrong answer 0.50 mark will be deducted.**
8. This Booklet contains 50 questions.
9. Use of Calculator/Palmtop/Laptop/Other Digital Instrument/Mobile/Cell Phone/Pager is **not** allowed.
10. Candidates found guilty of misconduct/using unfair means in the Examination Hall will be liable for appropriate penal/legal action.
11. **No Rough Work is to be done on the Answer Sheet and only single OMR Answer Sheet will be provided.**
12. This booklet contains **12** pages.
13. **Directions** : Each question or incomplete statement is followed by four alternative suggested answers or completions. In each case, you are required to select the one that correctly answers the question or completes the statement and blacken (●) appropriate circle a, b, c or d by Blue / Black Ball-Point Pen provided by the board against the question concerned in the Answer Sheet.
14. Mark your answer by shading the appropriate circle against each question. The circle should be shaded completely without leaving any space. The correct method of shading is given below.

Wrong Method	Wrong Method	Wrong Method	Correct Method
○ ⊗ ○ ○	○ ⊘ ○ ○	○ ◉ ○ ○	○ ● ○ ○

The Candidate must mark his/her response after careful consideration, as it is not possible to change the response once it is marked.

15 There is only one correct answer to each question. You should blacken (●) the circle of the appropriate column, viz., a, b, c or d. If you blacken (●) more than one circle against any one question, the answer will be treated as wrong.

16. Use the space for rough work given at the beginning of the Question Booklet only and not on the Answer Sheet.
17. **You are NOT required to mark your answers in this Booklet. All answers must be indicated in the Answer Sheet only.**

DO NOT WRITE HERE

SPACE FOR ROUGH WORK

SPACE FOR ROUGH WORK

1. A room with two single beds meant for one person each separated by a side table
   (a) Twin Room
   (b) Double Room
   (c) Quad Room
   (d) Hollywood

2. One of the following department is not included in the hospitality sector
   (a) Food and beverage service
   (b) Tourism
   (c) Front Office
   (d) Health care

3. This stage consists of providing various services as per the guest's requirements, ensuring security of the guest and coordination of various guest services
   (a) Pre-arrival
   (b) Arrival
   (c) Occupancy
   (d) Departure

4. It refers to a device used for conversion between analog signals and digital bits
   (a) Router
   (b) Modem
   (c) Gateway
   (d) Hub

5. A network that connects a variety of nodes placed at a limited distance ranging from a single room, a floor, an office or a campus having one or more buildings in the same premises is termed as
   (a) LAN (Local Area Network)
   (b) MAN (Metropolitan Area Network)
   (c) WAN (Wide Area Network)
   (d) None of the above

6. The front office staff coordinate with which of the following department/s for providing services to guests ?
   (a) Transport
   (b) Room service
   (c) Restaurants
   (d) All of the above

7. _____ is considered to be the father of modern digital computers.
   (a) Baron Gottfried
   (b) Charles Babbage
   (c) Herman Hollerith
   (d) Blaise Pascal

8. _____ bus is an internal system bus that runs between components on the motherboard.
   (a) Local
   (b) Peripheral Component Interconnect (PCI)
   (c) Universal Serial Bus (USB)
   (d) Accelerated Graphics Port (AGP)

9. Hotels with 101-300 guest rooms are considered as _____ in India.
   (a) Medium Hotels (b) Large Hotels
   (c) Megha Hotels (d) All of the above

10. This category covers hotels in residences, havelis, hunting lodges, castles or forts and palaces built during 1935-1950
   (a) eritage (b) eritage Classic
   (c) Heritage Grand (d) Heritage Super Classic

11. ITC was incorporated in the year _____ under the name of imperial Tobacco Company India Ltd.
   (a) 1908 b) 1910
   (c) 1912 (d) 1914

12. The first hotel in India to be awarded the golden peacock environment management award for 2001 by the world environment foundation
   (a) The Taj Mahal Palace
   (b) ITC Grand Bharat
   (c) Maurya
   (d) Taj Falaknuma Palace

13. Marriott International which is a worldwide operator and franchisor of a broad portfolio of hotels and related lodging facilities was founded by
   (a) Arne Sorenson (b) J. Walter Marriott
   (c) ill Marriott (d) J. Willard Marriott

14. A hotel owned by a single owner who might use it for some part of the year and rent it out for the remainder of the year
   (a) Condominium (b) Resort
   (c) Casino (d) Convention

15. The section of front office is responsible for receiving and welcoming the guests on their arrival in the hotel is
    (a) Room service
    (b) Reception
    (c) Human Resource
    (d) House keeping

16. It is considered as the nerve centre and the back bone of the hotel as it coordinates with other departments of hotel in order to provide smooth and efficient services to the guest
    (a) H man resources
    (b) Sales and marketing
    (c) Front office
    (d) Food and beverage service

17. Which of the following is /are attribute/s required by front office staff ?
    (a) Respect
    (b) Loyalty
    (c) Pleasant personality
    (d) All of the above

18. Identify the hotel in New York marked the beginning of the present day hotel Industry in 1794.
    (a) Holiday Hotel
    (b) City hotel
    (c) Town Hotel
    (d) Mount Hotel

19. The commonly used web browser/s is/are
    (a) Google Chrome
    (b) Internet Explorer
    (c) Mozilla Firefox
    (d) All of the above

20. It is a systematic interactive forecasting method for obtaining forecasts from a panel of independent experts, the selected experts answer questionnaires in two or more rounds.
    (a) Nominal group technique
    (b) Delphi technique
    (c) rain storming technique
    (d) Buzz technique

21. It involves identifying the extent to which planned goals are achieved
    (a) Controlling
    (b) Staffing
    (c) Leading
    (d) Evaluating

22. _____ is the parent company of Radisson Group of hotels.
(a) Marriott (b) Holiday Inn
(c) Starwood (d) Carlson Rezidor

23 The process of assessing a person's job performance is called
(a) Promotion (b) Appraisal
(c) Probation (d) Incentives

24. _____ plays an important role in the reward and motivational systems in the brain, and high levels of it leads to feelings of well-being.
(a) Adrenaline (b) Serotinine
(c) Melatonin (d) Dopamine

25. The word 'hotel' was first used in _____ in the year 1760 by the Fifth Duke of Devonshire.
(a) Canada (b) England
(c) Germany (d) Australia

26. The device driver acts as an interface between the
(a) User and the operating system (b) Memory and the operating system
(c) evice and the operating system (d) Device and the memory

27. Which of the following need be done to build a positive image on Telephone ?
(a) Being polite and helpful (b) Being friendly
(c) Listening attentively d) All of the above

28. Which of the following is/are the attributes of a hospitality professional ?
(a) Being compassionate and humble
(b) Willing to learn from mistakes
(c) Responding to a crisis and effectively resolving problems
(d) All of the above

29. Founder of Sheraton Hotels and Resorts
(a) William Johnson
(b) William Bass
(c) Ernst Henderson and Robert Moore
(d) J. Williard and Alice S

30. One of the following is not included in the courteous behaviour
(a) Get familiar with the guest
(b) Stay calm
(c) o not hang around in guest areas
(d) Beware of the offensive habits you have

31. Which of the following tool/s are used in diary system of reservation ?
(a) Booking diary (b) Room status board
(c) Expected arrival list (d) All of the above

32. rand Tour' of the European continent was taken by the wealthy families in Britain for _____ purpose.
(a) Social (b) Educational
(c) Business (d) None of the above

33. The origin of Indian Hotel Industry can be traced back to the
(a) Gupta period (b) Buddhist period
(c) Mughal period (d) Mauryan period

34. While talking to the guest, the etiquette for service professionals is to maintain distance of at least _____ feet.
(a) one (b) two
(c) three (d) four

35. _____ is any kind of unwanted software that is installed without your adequate consent.
(a) Malware (b) Software
(c) Spam (d) Hardware

36. Which of the following Central Reservation System network is/ are available in India ?
(a) Galileo –Room Master (b) Abacus Hotel Net
(c) Team Four Hospitality – Resnet (d) All of the above

37. ltural tourism is also known as
(a) Religious tourism (b) Business tourism
(c) Heritage tourism (d) Family tourism

38. It is a food and beverage area that caters to a large number of people.
(a) Family restaurant (b) anquet
(c) Dine and dash (d) None of the above

39. _____ is dual-ported, meaning that it can send a screen full of data to the monitor and at the same time receive the next screen full of data from the CPU.
(a) Monitor
(b) Video RAM (VRAM)
(c) Video cards
(d) Sound cards

40. A tendency to show self-discipline, act dutifully and aim for achievement is termed as
(a) Extraversion
(b) Conscientiousness
(c) Neuroticism
(d) Agreeableness

41. The theory that brings into focus the role of thought and memory in personality.
(a) Cognitive-social theory
(b) Self determination theory
(c) Expectancy-value theory
(d) None of the above

42. It indicates the degree to which one is convinced of the abilities and effectiveness in meeting the demands of a particular situation.
(a) Hope
(b) Self-efficacy
(c) Optimism
(d) None of the above

43. _____ printers create an image directly on the paper by spraying ink through tiny nozzles.
(a) Dot matrix
(b) Line
(c) Ink jet
(d) Band

44. The various types of emergency situation/s encountered in hotels is/are
(a) Bomb threat emergency situation
(b) Fire threat emergency situation
(c) Theft emergency situation
(d) All of the above

45. An injury caused by "falling objects" comes under which of the following category ?

(a) Falls
(b) Lifting injury
(c) Cuts and abrasions
(d) Burns

46. The first hotel chain was started in USA in the year 1908 by

(a) Kemmons Wilson
(b) Conrad Hilton
(c) Barry Sternlicht
(d) Ellsworth Statler

47. It is redirecting an unwanted impulse toward something more acceptable.

(a) Denial
(b) Displacement
(c) Projection
(d) Compensation

48. It is concerned with the storage, maintenance, cleanliness and issue of cutlery, crockery and glassware to the restaurant and kitchen.

(a) Kitchen Stewarding
(b) House keeping
(c) Culinary
(d) Food and beverage

49. It refers to setting the environment of an area in order to make it safe and hygienic, and give it a pleasant and comfortable appearance.

(a) Plse-en-scene
(b) Mise-en-scène
(c) Bise-en-scene
(d) None of the above

50. The person who has knowledge of wines with respect to its quality, age and taste is called

(a) Trancheur
(b) Sommelier
(c) a) and (b)
(d) None of the above

