

Roll No. ....

## **IHI-101**

**Introduction to Hospitality Industry**  
**Diploma in Accommodation/Front Office**  
**Management (DAM/DFO-12/16)**  
**First Semester, Examination, 2017**

**Time : 3 Hours**

**Max. Marks : 40**

**Note :** This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Attempt the questions contained in these Sections according to the detailed instructions given therein.

### **Section-A**

#### **(Long Answer Type Questions)**

**Note :** Section 'A' contains four (04) long answer type questions of nine and half ( $9\frac{1}{2}$ ) marks each. Learners are required to answer *two* (02) questions only.

1. Write a descriptive note on the major hotel Indian chains operating in hospitality industry.
2. Write an essay on the basic attributes and etiquette needed for hotel staff.
3. Write a detailed note on the emerging travel trends.
4. Elaborate the different property management systems used in the hotel operations.

**Section-B****(Short Answer Type Questions)**

**Note :** Section 'B' contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. Write a short note on points to be considered to make communication effective.
2. Write in brief about the computer input devices.
3. Discuss in short about the hospitality support services.
4. Write a short note on the accounting systems and operating ratios.
5. Write in short about the role of food and beverage department in the hotel operations.
6. Discuss the different socio-cultural attraction of Uttarakhand.
7. Write in short about the Pacific Asia Travel Association (PATA).
8. Write a short note on medical and graveyard tourism.

**Section-C****(Objective Type Questions)**

**Note :** Section 'C' contains ten (10) objective type questions of half  $\frac{1}{2}$  mark each. All the questions of this Section are compulsory.

1. Which one of the following is most important in a receptionist, to ensure good personal presentation ?  
(Clothes that are colourful/Shoes that are fashionable/Clothes that are neat and clean/Jewellery that is fashionable)
2. The Master key is most likely to be held by ..... .  
(Room maids/Floor waiters/  
General manager/Head housekeeper)

3. The style of table setting is determined by the ..... .  
(type of menu in use/restaurant manager/  
type of customers expected/size of the  
restaurant)
4. Srikhand is the popular dessert of ..... .  
(Himachal Pradesh/Gujarat/  
Madhya Pradesh/Chattisgarh)
5. The culinary term Salmis refers to ..... .  
(Chicken stew/Feathered game stew/  
Beef stew/ Fish stew)
6. The full form of UFTAA is ..... .
7. Financial budgets are the plans expressed in financial terms.  
(True/False)
8. A message taken for a hotel guest in his/her absence should be ..... .  
(Put under the door/Placed with the keys/  
Kept by the receptionist/Kept with the bill)
9. Valley of Flowers National Park is situated in ..... District.
10. Which of the following is not the example of special cooking method ?  
(Solar cooking/Infrared cooking/  
Microwave cooking/Ultraviolet  
cooking)

