

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 : 35**

**Note :** This paper is of **thirty five (35)** 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 seven and half ( $7\frac{1}{2}$ ) marks each. Learners are required to answer *two* (02) questions only.

1. Elaborate the impact of technological development in the evolution of the hospitality industry through ages.
2. Write in detail about the barriers of effective communication with suitable examples.
3. Write an essay on the different types of food and beverage outlets / restaurants.
4. Write the prime components and types of tourism industry.

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

**Note :** Section 'B' contains eight (08) short answer type questions of two and half ( $2\frac{1}{2}$ ) marks each. Learners are required to answer *six* (06) questions only.

1. Write a short note on the Roatels and Loatels.
2. Enlist the different initiatives taken by Government of India to develop hospitality industry in India. Discuss in short.
3. Discuss in short about the desirable etiquettes from the hotel staff.
4. Write in brief about the role and functions of WTO and PATA.
5. Write in short about the non-structured accommodation.
6. Explain the different types of rooms / accommodation offered in the hotels in short.
7. White in short about the support services.
8. Write a short note on the different sections of food production department.

**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. Effective teamwork in a restaurant depends on ..... the popularity of individual staff members/ the friendship of individual staff members/each individual concentrating on his/her own work/each individual being ready to help other members in their work.

2. A table d'hôte menu would be correctly described as ..... (buffet of individually priced dishes/fixed meal with extra dishes individually priced/a set menu at a set price/choice of dishes individually priced.
3. The meaning French word "Fromage" is ..... .  
(Milk/ Sugar/Cheese/Butter).
4. The protein found in the meats is known as ..... .  
(Legumin/ Myosin /Gluten/Albumen)
5. The word Mise-en-place is used for food preparation ..... .  
(After cooking/Before cooking/During cooking)
6. The linen room is a place which stores ..... .  
(Crockery/Cutlery/Furniture/Laundryable articles)
7. A record of all charges and credits incurred by a hotel guest during his/her stay is called ..... .  
(The registration record/A guest folio/  
A guest history card/The audit trail)
8. When meals are priced separately from rooms in a hotel, it is referred to as ..... .  
(The American plan/A Modified American Plan/  
The European Plan /Full Pension)
9. For which of the following is the Hubbart formula most useful ..... .  
(Forecasting Occupancy/  
Setting target average prices/  
Forecasting room availability/  
Setting actual average prices)
10. Appetizers before a meal are also called ..... .  
(Balotines/Hors'oeuvres)

