TOURISM-HOSPITALITY
National Skills Qualification Framework (NSQF)
Level - 1
[ हिंदी एवं अंग्रेजी माध्यम ]
[Hindi and English Medium]
(Only for Fresh/School Candidates)

Time allowed: 2½ hours ]  [ Maximum Marks: 60

Please make sure that the printed pages in this question paper are 4 in number and it contains 27 questions.

Prash-nar has been supplied to the candidate on the front page of the answer-book.

Before beginning to answer a question, its Serial Number must be written.

Don’t leave blank page/pages in your answer-book.

Except answer-book, no extra sheet will be given. Write to the point and do not strike the written answer.

Candidates must write their Roll Number on the question paper.

Before answering the question, ensure that you have been supplied the correct and complete question paper, no claim in this regard, will be entertained after examination.
Attempt any three questions from Question numbers 1 to 4. Rest are compulsory.

(i) प्रश्न क्रमांक 1 से 4 में से कोई शीर्ष प्रश्न करें। शेष सभी प्रश्न अनिवार्य हैं।

Marks are indicated against each question.

1. Explain functions of food additives.
2. Write standard operating procedures for taking down reservations in hotel.
3. What are the responsibilities of F & B senior captain?
4. What points need to be considered while anticipating customers' needs?
5. What are guidelines for handling guest complaints?
6. Write note on economic impact of tourism.
7. What are the roles of hotel management graduate?
8. Explain the factors that motivate people for travel.
10. Write process of presenting a bill to a guest.
11. कमेंट कार्ड का महत्व क्या है ?
What is the importance of Comment Card ?

12. मेन्यू के फंक्शन क्या हैं ?
What are the functions of Menu ?

13. पीचिंग क्या है ?
What is Poaching ?

14. F & B सर्विस ऑपरेशन के अभिलक्षण क्या हैं ?
What are the characteristics of F & B service operation ?

15. कैटरिंग इंडस्ट्री के स्कोप पर नोट लिखिए।
Write note on scope of catering industry.

16. नॉन-वर्बल संचार का वर्णन करें।
Explain non-verbal communication.

17. आत्म-प्रबंधन के लाभ क्या हैं ?
What are advantages of self management ?

[ वस्तुनिष्ठ प्रश्न ]

[ Objective Type Questions ]

18. CPU का पूर्ण रूप ............. है।
Full form of CPU is ............. .

19. ROM का पूर्ण रूप ............. है।
Full form of ROM is ............. .

20. लाइनेक्स एक ............ सिस्टम है।
Linux is an ............ system.

22. 1 Byte is equal to .......... bits.

23. E-mail is an example of .......... communication.

24. Full form of UNWTO is .......... .

25. Business tourism is also called .......... .

26. The word travel is derived from French word .......... .

27. The term catering was originally coined by .......... .