

176/2024

Maximum : 100 marks

Time : 1 hour and 30 minutes

1. Identify the correct chronological order of major historical events in Tourism among the following options :
 - (A) Thomas Cook's first organized Tour, Grand Tour, Invention of the Jet Engine, Paid Holiday
 - (B) Thomas Cook's first organized Tour, Paid Holiday, Invention of the Jet Engine, Grand Tour
 - (C) Grand Tour, Thomas Cook's first organized Tour, Paid Holiday, Invention of the Jet Engine
 - (D) Grand Tour, Paid Holiday, Thomas Cook's first organized Tour, Invention of the Jet Engine

2. Which ruler is credited with establishing early lodging facilities in India, known as 'Sarais'?
 - (A) Sher Shah Suri
 - (B) Alauddin Khilji
 - (C) Iltutmish
 - (D) Humayun

3. Which of the following are unique characteristics of the tourism industry?
 - (i) Tangibility
 - (ii) Intangibility
 - (iii) Separability
 - (iv) Seasonality
 - (A) (ii) and (iii)
 - (B) (i) and (ii)
 - (C) (i) and (iv)
 - (D) (ii) and (iv)

4. What is a "port of call" in Cruise Tourism?
 - (A) A port where the cruise begins and ends
 - (B) An Intermediate stop for passengers to visit a destination
 - (C) A port used only for emergencies
 - (D) The final destination of the cruise

5. A traditional Japanese inn known for its tatami-matted rooms and communal baths is called?
- (A) Ryokan (B) Caravanserai
(C) Pousada (D) Tavern
6. Which of the following characteristics best defines a boutique hotel?
- (A) A Hotel designed primarily for motorists, located on highways
(B) A Budget accommodation offering bed and breakfast services
(C) A type of lodging that floats on the surface of water
(D) Small-capacity hotels known for their unique designs and personalized experiences for guests
7. Assertion (A) : Cabana rooms are typically found in Budget hotels.
Reason (R) : Cabana rooms are often located near swimming pools and offer easy access to outdoor areas.
- (A) Both (A) and (R) are true and (R) is the correct explanation of (A).
(B) Both (A) and (R) are true, but (R) is not the correct explanation of (A).
(C) (A) is false, but (R) is true
(D) Both (A) and (R) are false
8. Which of the following statements is true about the rack rate?
- (A) Rack rates are always discounted for online bookings
(B) Rack rates are flexible and change daily based on demand
(C) Rack rates are typically the maximum standard rate set by the hotel
(D) Rack rates apply only to group bookings
9. Which of the following amenities was a pioneering feature of the Ritz Hotel, Paris when it first opened?
- (A) Private bathrooms in each guest room
(B) Air conditioning
(C) In-room televisions
(D) Self-service dining

10. What does the term “Multiplier Effect” in Tourism refer to?
- (A) The number of Tourists visiting a destination increases year by year
 - (B) The Indirect Economic benefits generated from initial Tourism spending
 - (C) The amount of money spent by an International Tourist is generally higher than that spent by a domestic tourist
 - (D) The Environmental impact caused by Tourism
11. Examine the following statements and choose the correct one :
- (i) Uniformed services are a part of Security Department.
 - (ii) EPBAX operators are a part of Front Office Department.
- (A) Statement (i) and (ii) are correct
 - (B) Statement (i) is correct and (ii) is wrong
 - (C) Statement (ii) is correct and (i) is wrong
 - (D) Statement (i) and (ii) are incorrect
12. Choose the correct statement which defines On-change :
- (A) Guest has checked out, but housekeeping is yet to clean and release the room
 - (B) A room from which the guest is being shifted
 - (C) A guest room wherein the rent is waived off
 - (D) A room from which the guest would not be checking out on the current day
13. Busboys are associated with which of the following department?
- (A) Kitchen
 - (B) Purchase
 - (C) Food and Beverage
 - (D) Housekeeping
14. Which of the following statements is/are correct?
- (i) The Garde Manger is the section where cold dishes are prepared.
 - (ii) The Pantry is the source point for sandwiches.
- (A) Statement (i) and (ii) are correct
 - (B) Statement (i) is correct and (ii) is wrong
 - (C) Statement (ii) is correct and (i) is wrong
 - (D) Statement (i) and (ii) are incorrect

15. Which of the following workers come under the direct supervision of a civil engineer in engineering and maintenance department?
- (i) Carpenter
(ii) Electrician
(iii) Boiler man
(iv) Plumber
- (A) Only (ii) and (iii) (B) Only (i) and (ii)
(C) Only (i) and (iv) (D) Only (ii) and (iv)
16. Which of the following statements is/are correct?
- (i) City ledger clerk is the one who monitors all credit receivables.
(ii) Food clerk is the one who is responsible for costing all food consumption.
- (A) Statement (i) and (ii) are correct
(B) Statement (i) is correct and (ii) is wrong
(C) Statement (ii) is correct and (i) is wrong
(D) Statement (i) and (ii) are incorrect
17. For selection and recruitment purpose of front desk staff, Human resource department makes :
- (A) Job description (B) Job placement
(C) Guidelines (D) All of the above
18. In case of a fire or theft or any other emergency front office department must communicate consistently with :
- (i) Housekeeping Department
(ii) Engineering and Maintenance Department
(iii) Security Department
- (A) Only (ii) and (iii) (B) Only (ii)
(C) Only (iii) (D) All of the above (i), (ii) and (iii)
19. Which of the following department carries out market surveys in a hotel?
- (A) Front Office (B) Purchase
(C) Food and Beverage (D) Sales and Marketing
20. The central store is a part of which of the following department?
- (A) Kitchen (B) Purchase
(C) Food and Beverage (D) Security

21. Hotel PMS (Property Management System) is used in :
- (i) Housekeeping and Maintenance Management
 - (ii) Revenue Management
 - (iii) Spa Management
- (A) Only (i) and (ii)
 - (B) Only (ii)
 - (C) Only (i)
 - (D) All of the above (i), (ii) and (iii)
22. Which of the following statements is/are correct?
- (i) Reception mainly deals with the activities involved in the second stage of Guest cycle.
 - (ii) Reception is in lobby.
- (A) Statement (i) and (ii) are correct
 - (B) Statement (i) is correct and (ii) is wrong
 - (C) Statement (ii) is correct and (i) is wrong
 - (D) Statement (i) and (ii) are incorrect
23. Mails received at the information desk may be broadly classified as :
- (A) Hotel Mail
 - (B) Guest Mail
 - (C) Both (A) and (B)
 - (D) None of the above
24. Which of the following statements is/are correct with respect to cash and bills section of front office?
- (i) Organizing foreign currency exchange
 - (ii) Opening and maintaining guest folios
- (A) Statement (i) is correct and (ii) is wrong
 - (B) Statement (i) and (ii) are correct
 - (C) Statement (ii) is correct and (i) is wrong
 - (D) Statement (i) and (ii) are incorrect
25. Examine the following statements and choose the correct one :
- (i) Travel desks of front office may be operated by the hotel directly.
 - (ii) Travel desks of front office may be outsourced to an external travel agency.
- (A) Statement (ii) is correct and (i) is wrong
 - (B) Statement (i) is correct and (ii) is wrong
 - (C) Statement (i) and (ii) are correct
 - (D) Statement (i) and (ii) are incorrect

- 26.** Modern telecom systems are networked into :
- (i) Wakeup call systems
 - (ii) Fire alarm systems
 - (iii) Automated door systems
- (A) Only (i) (B) Only (iii)
 (C) Only (i) and (iii) (D) All of the above (i), (ii) and (iii)
- 27.** Who is traditionally the keeper of keys in a hotel from the olden times?
- (A) Receptionist (B) Concierge
 (C) Security (D) Bell Boys
- 28.** Of the following which is not true regarding the duties and responsibilities of front office personnel :
- (i) Handle scanty baggage
 - (ii) Maintain records and reports such as attendance and timekeeping
 - (iii) Handle group/crew registration
 - (iv) Check mise-en-scène and mise-en-place
- (A) Only (i) and (iv) (B) Only (ii) and (iv)
 (C) Only (i), (ii) and (iii) (D) Only (iv)
- 29.** Which of the following statements is/are correct regarding Front Office Manager?
- (i) Acting as a liaison between the General Manager and department staff.
 - (ii) Maximise room revenue.
- (A) Statement (i) and (ii) are correct
 (B) Statement (i) is correct and (ii) is wrong
 (C) Statement (ii) is correct and (i) is wrong
 (D) Statement (i) and (ii) are incorrect
- 30.** Which of the following option is/are not correct among the qualities of front office personnel?
- (i) Diplomacy
 - (ii) Physical Fitness
 - (iii) Salesmanship and Selling techniques
 - (iv) Sarcasm
- (A) Only (i) and (iii) (B) Only (iv)
 (C) Only (ii) (D) None of the above

31. Which of the following is Not part of the communication process?
- (A) Sender (B) Message
(C) Noise (D) Silence
32. The Seven C's of Communication include all of the following Except :
- (A) Clarity (B) Conciseness
(C) Consistency (D) Complexity
33. Which of the following best describes the importance of communication in an organization?
- (A) Increases isolation among team members
(B) Enhances understanding and co ordination
(C) Reduces employee productivity
(D) Limits the flow of ideas
34. Which of the following is an example of oral communication?
- (A) Video conference call (B) Email
(C) Written report (D) Memo
35. Which type of communication is used to send formal information through official documents?
- (A) Verbal communication (B) Written communication
(C) Non-verbal communication (D) Visual communication
36. Which of the following is Not a characteristic of verbal communication?
- (A) Uses words (B) Relies on sound
(C) Can be oral or written (D) Personality
37. The flow of communication that moves from top management to lower-level employees is called :
- (A) Horizontal communication (B) Upward communication
(C) Downward communication (D) Diagonal communication
38. Which of the following is a common barrier to effective communication?
- (A) Noise (B) Feedback
(C) Clear message (D) Active listening

39. Which of the following is an example of non-verbal communication?
- (A) Telephone conversation (B) Written report
(C) Facial expressions (D) Email
40. Which of the following best describes “feedback” in the communication process?
- (A) The message sent by the sender
(B) The response or reaction of the receiver
(C) The noise affecting the message
(D) The medium used to convey the message
41. Which of the following is typically included in a “AP meal plan”?
- (A) Breakfast only
(B) Breakfast and Dinner
(C) Full Board (Breakfast, Lunch and Dinner)
(D) Room Service only
42. The room tariff card in a hotel typically includes which of the following information?
- (A) Room types, facilities and daily rates
(B) Staff names and responsibilities
(C) Hotel history and decor
(D) Menu pricing and beverage options
43. Room tariff fixation is generally influenced by all of the following factors Except :
- (A) Location of the hotel
(B) Hotel star rating
(C) Seasonal demand and occupancy
(D) Color scheme of room interiors
44. Which of the following best describes the pre-arrival stage of a guest’s stay at a hotel?
- (A) The guest makes a reservation
(B) The guest checks into the hotel
(C) The guest is billed for services used
(D) The guest fills out a feedback form

45. Upon arrival at the hotel, the guest is expected to :
- (A) Immediately check out
 - (B) Provide identification and check in
 - (C) Pay for the entire stay in advance
 - (D) Leave luggage in the lobby
46. During a guest's stay, which of the following services is typically provided?
- (A) Reservation of future rooms
 - (B) Setting up new reservations for future stays
 - (C) Immediate departure arrangements
 - (D) Room cleaning, meals and concierge services
47. The departure process of a guest in a hotel typically includes :
- (A) The guest making a reservation for their next stay
 - (B) Returning keys, settling the bill and checking out
 - (C) Receiving a new guest room allocation
 - (D) Providing feedback for the hotel management
48. Which of the following is a type of hotel reservation?
- (A) Direct reservation
 - (B) Corporate reservation
 - (C) Group reservation
 - (D) All of the above
49. Post-departure activities in a hotel often involve :
- (A) Immediate reservation for the next guest
 - (B) Preparing the room for the next guest
 - (C) Sending thank-you notes or requesting feedback
 - (D) Offering additional discounts for future bookings
50. Which of the following is a common source of reservation for hotels?
- (A) Travel agents
 - (B) Online booking platforms
 - (C) Walk-in-guests
 - (D) All of the above

51. Which form is used for the Registration of Foreigners in Hotel?
(A) Form-A (B) Form-B
(C) Form-C (D) Form-D
52. Mention the Color of Diplomatic Passport :
(A) Dark Blue (B) White
(C) Grey (D) Red
53. Which Visa issued for Leisure travel only?
(A) Student Visa (B) Work Visa
(C) Tourist Visa (D) Transit Visa
54. Select the wrong one in related to Hard-Bound register used in Front Office :
(A) All the Records for a Particular duration are available in a single book
(B) Wastage of paper is Minimal
(C) No filing is Required
(D) Only one Guest can register at a time
55. GRC means :
(A) Guest Relation Card
(B) Guest Registration Card
(C) Guest Recruitment Card
(D) Guest Relation Customer
56. Guest arrives in a Hotel without any luggage is named as :
(A) VVIP Guest (B) VIP Guest
(C) Scanty Baggage Guest (D) Foreign Guest
57. The Section where a Hotel guest makes first Face to Face interaction :
(A) Reception (B) Kitchen
(C) Cafeteria (D) Canteen
58. Snail mail means :
(A) Registered Mail (B) Ordinary Mail
(C) E-mail (D) Speed Post

59. The process of locating a guest in a given area within the hotel premises :
- (A) Binding (B) Siezing
(C) Locking (D) Paging
60. At what time Hotel Staff makes a wake-up call through telephone :
- (A) Early Morning (B) Afternoon
(C) Night (D) Any Time
61. Who fills the departure errand card when a guest checks out of a Hotel?
- (A) Reception Head Waiter (B) Receptionist
(C) Host (D) Bell Boy
62. For Dealing with Foreign Exchange the Hotels took a valid licence from :
- (A) SBI (B) RBI
(C) CBI (D) RTI
63. A Card that allows Customer to access their Funds immediately and Electronically :
- (A) Credit Card (B) Voucher
(C) Saving Card (D) Debit Card
64. CVGR means :
- (A) Company Volume Guaranteed Rate
(B) Company Volatile Guest Relation
(C) Customer Variable Guest Relation
(D) Customer Volatile Guaranteed Rate
65. The World's highest value currency :
- (A) Pound (B) Euro
(C) Kuwaiti Dinar (D) American Dollar
66. A cash advance made by a hotel on behalf of guest is :
- (A) Miscellaneous Charge Voucher
(B) Cash Receipt Voucher
(C) Visitors Paid Out Voucher
(D) Visitors Paid In Voucher

67. Name the account which Consolidates charges for a group guest :
- (A) Guest Folio (B) Master Folio
(C) Group Folio (D) Personal Folio
68. Calculating of Outstanding amount is :
- (A) Opening Balance + Debit Entries – Credit Entries
(B) Opening Balance – Debit Entries – Credit Entries
(C) Opening Balance + Debit Entries + Credit Entries
(D) Opening Balance – Debit Entries + Credit Entries
69. Other Name of Vertical Tabular Ledger :
- (A) Horizontal Tabular Ledger (B) City Ledger
(C) Guest Departure Ledger (D) Visitors Ledger
70. Who verified No-Show in a Hotel?
- (A) Night Auditor (B) Receptionist
(C) Concierge (D) Bell Boy
71. Which of the following classes of fire is associated with flammable liquids, such as gasoline, oil and paint?
- (A) Class A (B) Class B
(C) Class C (D) Class D
72. In the event of a fire, which of the following actions should be taken first?
- (A) Attempt to extinguish the fire with a fire extinguisher
(B) Evacuate the building immediately
(C) Raise the alarm and alert others to evacuate
(D) Call the fire department while continuing to work
73. Which of the following is the most common cause of accidents in hotels?
- (A) Slips, trips and falls (B) Fire hazards
(C) Food poisoning (D) Electrical accidents
74. When an accident occurs in a hotel, which of the following is the most important first step in reporting the incident?
- (A) Call the insurance company
(B) Fill out an accident report form
(C) Contact the hotel management or supervisor
(D) Apologize to the affected guest

75. Which of the following items is not typically found in a standard first aid box?
- (A) Adhesive bandages (band-aids)
 - (B) Antiseptic wipes
 - (C) Prescription medications
 - (D) Gauze pads and bandages
76. What is the first step in providing first aid for a person who has fainted?
- (A) Shake the person to wake them up
 - (B) Lay the person down and elevate their legs
 - (C) Give the person a glass of water
 - (D) Immediately perform CPR
77. In the event of a terrorist attack in a hotel, what is the first action hotel staff should take to ensure safety?
- (A) Alert hotel security and contact local authorities
 - (B) Immediately evacuate all guests and staff from the building
 - (C) Attempt to confront the attackers directly
 - (D) Turn off all lights and block all exits to contain the situation
78. If a hotel staff member witnesses a robbery or theft in progress, what is the most appropriate immediate action to take?
- (A) Confront the thief and try to stop them
 - (B) Call the police and report the incident immediately
 - (C) Lock all doors and prevent guests from leaving
 - (D) Wait for the thief to leave and then notify management
79. If a hotel staff member encounters a guest in a highly intoxicated or drunken state, what is the most appropriate course of action?
- (A) Ignore the guest and continue with other duties
 - (B) Allow the guest to stay in their room without intervention
 - (C) Calmly assess the situation, offer assistance and ensure the guest's safety
 - (D) Ask the guest to leave the hotel immediately
80. Which of the following is a key function of a Property Management System (PMS) in the Front Office of a hotel?
- (A) Managing employee payroll
 - (B) Developing hotel marketing strategies
 - (C) Organizing housekeeping staff schedules
 - (D) Handling guest check-in and check-out processes

81. Which of the following is the primary goal of human resource planning in an organization?
- (A) To ensure compliance with labor laws
 - (B) To match the supply of labor with the demand for labor
 - (C) To develop training programs for employees
 - (D) To evaluate employee performance
82. Which of the following is a key focus of Human Resource Development (HRD) in an organization?
- (A) Maximizing profit margins
 - (B) Reducing employee turnover
 - (C) Improving employee skills and knowledge
 - (D) Designing marketing strategies
83. Which of the following methods is commonly used in job analysis to collect information about job roles?
- (A) Employee surveys
 - (B) Observation and interviews
 - (C) Budget analysis
 - (D) Financial forecasting
84. Which of the following is a primary purpose of conducting job analysis in an organization?
- (A) To determine employee compensation and benefits
 - (B) To ensure legal compliance with labor laws
 - (C) To create accurate job descriptions and specifications
 - (D) To measure employee performance and productivity
85. Which of the following is the primary objective of the recruitment process in human resource management?
- (A) To select the best candidate for a job role
 - (B) To ensure compliance with labor laws
 - (C) To provide training and development for new employees
 - (D) To assess employee performance
86. Which of the following is an internal source of recruitment in human resource management?
- (A) Job portals and online advertisements
 - (B) Employee referrals
 - (C) College campus recruitment
 - (D) External recruitment agencies

87. Which of the following is the first step in the selection process after receiving applications during recruitment?
- (A) Conducting job interviews
 - (B) Administering skills tests
 - (C) Screening and shortlisting candidates
 - (D) Offering the job to the selected candidate
88. Which of the following selection methods is most commonly used to assess a candidate's suitability for a job through practical exercises or scenarios?
- (A) Assessment centers
 - (B) Psychometric testing
 - (C) Structured interviews
 - (D) Reference checks
89. What is the primary purpose of an employee orientation program in human resource management?
- (A) To provide the necessary job training and skills
 - (B) To introduce the employee to the company's culture, policies and expectations
 - (C) To assess the performance of new employees
 - (D) To conduct a background check on new hires
90. Which of the following is the primary objective of training and development in human resource management?
- (A) To improve employee performance and skills
 - (B) To ensure compliance with labor laws
 - (C) To evaluate employee job satisfaction
 - (D) To manage the payroll and compensation of employees
91. A computer program that act as an intermediate between a computer user and the computer hardware is called :
- (A) Operating system
 - (B) Application Software
 - (C) Hardware
 - (D) Browser software

92. Which memory acts as a buffer between CPU and main memory?
(A) RAM (B) ROM
(C) Cache (D) Registers
93. What is WYSIWYG in MS Word?
(A) What You See Is What You Get
(B) What You Search Is What You Get
(C) What You Seek Is What You Get
(D) What You Seek Is What You Give
94. To add a slide to a presentation use :
(A) Ctrl+N (B) Ctrl+S
(C) Ctrl+M (D) Ctrl+V
95. Which area in Excel displays the active cell address?
(A) Status bar (B) Navigation bar
(C) Name Box (D) Formula Box
96. LAN works on _____ layer.
(A) Physical and Datalink (B) Network and Transport
(C) Transport and Session (D) Presentation and Application
97. Wi-Fi Stands for :
(A) Wireless Fidelity (B) Wireless Fiber
(C) Wireless Fiddle (D) Wireless Five
98. Which of the following is not a search engine?
(A) Google Search (B) DuckDuckGo
(C) Microsoft Bing (D) Microsoft Edge
99. BCC in Email stands for :
(A) Blind Carbon Copy (B) Blank Carbon Copy
(C) Blink Carbon Copy (D) Basic Carbon Copy
100. Unfinished emails will remain in :
(A) Draft (B) Trash
(C) Inbox (D) Sentmail

SPACE FOR ROUGH WORK

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