

## **Semester, Examination 2013-14**

### **COMMON PAPER FOR**

Diploma in Accommodation Management (DAM-11 & 12)

Diploma in Front Office Management (DFO-11 & 12)

Diploma in Restaurant Service Management (DRS-11 & 12)

Diploma in Food Production Management (DFP-11 & 12)

## **DAM-101/DFO-111/DRS-101/DFP-111/IHI-101**

### **Introduction to Hospitality Industry**

**Time : 1 Hours**

**Maximum Marks : 30**

#### **Instructions ( निर्देश )**

1. This Question Paper consists of 30 Multiple Choice Objective Type Questions. All Questions are compulsory and carry 01 mark each. There is No negative marking.

इस प्रश्न पत्र में 30 बहुविकल्पीय प्रश्न हैं। सभी प्रश्न अनिवार्य हैं व प्रत्येक प्रश्न 01 अंक का है। गलत उत्तर के लिए अंक नहीं काटे जायेंगे।

2. Each question has four alternative responses marked (A), (B), (C) and (D). You have to choose the correct answer and mark it on the OMR sheet.

प्रत्येक प्रश्न के लिए चार उत्तर विकल्प (A), (B), (C) तथा (D) दिए गए हैं। आपको सही उत्तर विकल्प का चुनाव कर OMR प्रपत्र पर अंकित करना है।

3. For marking answers on the OMR sheet, follow the detailed instructions given on the OMR sheet.

OMR प्रपत्र पर अपने सही उत्तर को चिह्नित करने के लिए OMR प्रपत्र पर अंकित निर्देशों का पालन कीजिए।

1. Which of the following is Not an example of meal plan:

(A) Continental Plan

(B) American Plan

(C) French Plan

(D) European Plan

2. Which of the following is not an example of star classification of Hotel?

(A) Two Star

(B) Seven Star

(C) Four Star

(D) Five Star

3. Hotel can be classified on the basis of:
- (A) Location (B) Duration of Stay
- (C) Both A and B (D) None of these
4. Which brand of hotel belongs to TATA group:
- (A) Sheraton (B) Taj
- (C) Best Western (D) Westin
5. Which of the following hotel chain is not an Indian brand.
- (A) JP Group of Hotels (B) Man Singh Group of Hotel
- (C) ITDC Hotels (D) Accor group of hotels
6. A hotel located along highway providing lodging, boarding, garage facility and re-fueling facility is known as:
- (A) Resort (B) Motel
- (C) Casino (D) All of these
7. A Hotel offering gambling facilities along with accommodation is known as?
- (A) Transient Hotel (B) Apartment Hotel
- (C) Casino (D) Conference Center
8. The room with attached kitchenette is known as:
- (A) Penthouse (B) Lanai
- (C) Duplex (D) Efficiency Room

9. American plan includes:
- (A) Room rent only
  - (B) Room rent and lunch
  - (C) Only breakfast and dinner
  - (D) Room rent and all meals
10. ....section of front office takes care of Guest luggage.
- (A) Cash and Bills
  - (B) Reception
  - (C) Bell Desk
  - (D) GRE
11. UNWTO stands for
- (A) United Nations World Tour Organization
  - (B) United Nations World Travel Organization
  - (C) United Nations World Trade Organization
  - (D) United Nations World Tourism Organization
12. ITDC Stands for?
- (A) Indian Tourism Development Corporation
  - (B) India Tourism Development Corporation
  - (C) Indian Tour Development Corporation
  - (D) Indian Travel Development Corporation

13. UTDB stands for?
- (A) Uttarakhand Tourism Development Board
  - (B) Uttrakhand Tour Development Board
  - (C) Uttrakhand Trade Development Board
  - (D) Uttarakhand Trade Development Board
14. ....hotels is located on floating of submerged platform on water.
- (A) Resort
  - (B) Convention Hotel
  - (C) Downtown Hotel
  - (D) Floatel
15. IATA was founded in.
- (A) Havana
  - (B) Montreal
  - (C) California
  - (D) Paris
16. UFTA stands for?
- (A) United Federation of Travel Agents Association
  - (B) United Federation of Travel Agencies Association
  - (C) United Federation of Travel Affair Association
  - (D) None of these
17. PATA stands for:
- (A) Pacific Asia Tourist Association
  - (B) Pacific Asia Tourism Association
  - (C) Pacific Asia Tour Association
  - (D) Pacific Asia Tour Association

18. Hill destination in kumau is:

- |                    |                  |
|--------------------|------------------|
| (A) Nainital       | (B) Bhimtal      |
| (C) Jegeshwar Dham | (D) All of these |

19. ....is the famous pilgrimage destination in Garhwal.

- |               |                 |
|---------------|-----------------|
| (A) Bageshwar | (B) Jageshwar   |
| (C) Badrinath | (D) None of all |

20. Which of the following is Not among Char Dham jof Uttrakhand:

- |               |               |
|---------------|---------------|
| (A) Kedarnath | (B) Badrinath |
| (C) Jageshwar | (D) Yamunotri |

21. Major departments of hotel are:

- |                  |                  |
|------------------|------------------|
| (A) Front Office | (B) Housekeeping |
| (C) Kitchen      | (D) All of these |

22. A room located at two different floor level with internal stairs is :

- |            |                  |
|------------|------------------|
| (A) Cabana | (B) Duplex       |
| (C) Lanai  | (D) All of these |

23. Spa is associated with.....town :

- |              |            |
|--------------|------------|
| (A) Shanghai | (B) Sparta |
| (C) Spa      | (D) Spain  |

24. Spa treatment includes:

- (A) Aroma therapy
- (B) Hot spring bath
- (C) Both A and B
- (D) None of All

25. Example of alternate accommodation is:

- (A) Casino
- (B) Resort
- (C) Railway retiring room
- (D) Airport Hotel

26. Brands of Starwood Hotels and Resorts are:

- (A) Sheraton
- (B) Le Meridien
- (C) Westin
- (D) All of these

27. Section of hotel assisting guest by making restaurant reservations, arranging for transportation, and getting for tickets for theater, sporting or other special events and so on is known as:

- (A) Bell Desk
- (B) Concierges
- (C) Reception
- (D) Cash and Bills

28. Duties of Doorman is:

- (A) Opening hotel doors and assisting guest upon arrival
- (B) Helping guests load and unload luggage from vehicles
- (C) Escorting guests to the hotel registration area
- (D) All of these

29. Malfunctioning facilities in guest room is repaired and maintained by :

- |                  |                   |
|------------------|-------------------|
| (A) Front Office | (B) Maintenance   |
| (C) Accounts     | (D) None of these |

30. Component of travel and tourism industry are :

- |                             |                  |
|-----------------------------|------------------|
| (A) Hospitality             | (B) Destination  |
| (C) Transportation Services | (D) All of these |

