

ICSE 2023 EXAMINATION
SPECIMEN QUESTION PAPER
HOSPITALITY MANAGEMENT

Maximum Marks: 100

Time allowed: Two hours

Answers to this Paper must be written on the paper provided separately.

*You will **not** be allowed to write during the first 15 minutes.*

This time is to be spent in reading the question paper.

The time given at the head of this Paper is the time allowed for writing the answers.

*Attempt **all** questions from **Section A** and **any four** questions from **Section B**.*

The intended marks for questions or parts of questions are given in brackets [].

SECTION A

*(Attempt **all** questions from this Section.)*

Question 1

Choose the correct answers to the questions from the given options:

[20]

- (i) Some generally accepted standards of good behavior or treating people with kindness is called:
- (a) Etiquette
 - (b) Grooming
 - (c) Professional knowledge
 - (d) Positive body language
- (ii) Attraction, Accessibility, Amenities and _____. Name the missing component of Tourism.
- (a) Travel
 - (b) Accommodation
 - (c) Retailing
 - (d) Hotel

- (iii) To extend a warm welcome to guests in a hotel, the common Hospitality based English phrase used is:
- (a) “We are looking forward to having you again as our guest.”
 - (b) “We are delighted that you have selected our hotel.”
 - (c) “Thank you..... welcome... sorry”
 - (d) “Is there anything else.....”
- (iv) Example of sports tourism:
- (a) Recreation holidays
 - (b) Leisure weekend
 - (c) Spectators and participants for Olympics
 - (d) Haj yatra
- (v) Which of the following is not a department in a hotel?
- (a) Recruitment and selection
 - (b) Food production
 - (c) Accommodation
 - (d) Front office
- (vi) A statutory body established under the Ministry of Health & Family Welfare, Government of India, responsible for protecting and promoting public health.
- (a) Food Safety and Standards Authority of India.
 - (b) Food Security and Standards Authority of India.
 - (c) Function Standard Board.
 - (d) Food sale Authority of India.
- (vii) A small stylish hotel, typically situated in a fashionable urban location is called:
- (a) Ecotel
 - (b) Unclassified hotel
 - (c) One star hotel
 - (d) Boutique hotel

- (viii) Service spoon and fork is used:
- (a) for transferring dishes from container onto the guest's plate.
 - (b) for steaks and main course.
 - (c) for all fish dishes.
 - (d) for consuming thick soups.
- (ix) Reading of the paper/wrapper attached to a product to know more about the product is called:
- (a) Packaging
 - (b) Label reading
 - (c) Advertisement
 - (d) None of the above
- (x) A systematic approach to locate, analyze, and regulate any hazards that may occur with food is called:
- (a) Food protection
 - (b) Diet security
 - (c) Balanced nutritive safe approach
 - (d) Hazard Analysis Critical Control Points
- (xi) Which of the following is a combination of napkin folds?
- (a) Fan Fold and Ikebana
 - (b) Rose and heart fold
 - (c) Red wine and lotus fold
 - (d) All the above
- (xii) Example of mechanical kitchen equipment is:
- (a) Food mixers and refrigerators
 - (b) Ranges and steamers
 - (c) Pot and pans
 - (d) Sundae spoon

- (xiii) The capital of USA is:
- (a) Havana
 - (b) Mexico city
 - (c) Ottawa
 - (d) Washington D.C.
- (xiv) The currency of Russia is:
- (a) Rouble
 - (b) Taka
 - (c) Dollar
 - (d) Pound
- (xv) Example of business tourism is:
- (a) Leisure travel
 - (b) Travelling for higher studies
 - (c) Business meetings and sales conference
 - (d) Travel to fragile pristine places
- (xvi) One person one bed with limited amenities is called:
- (a) Twin sized room
 - (b) Cabana
 - (c) Double Bed room
 - (d) Single occupancy room
- (xvii) A somewhat formal speech that is not offensive and can be used in all situations in the hospitality sector is called:
- (a) Polite speech
 - (b) Friendly talk
 - (c) Lecture
 - (d) Personal grooming

- (xviii) Some precautionary measures used in hotels for fire safety are:
- (a) Security and engineering team on stand by
 - (b) Fire extinguishers and automatic water sprinklers
 - (c) Fire exits
 - (d) All the above
- (xix) The capital of Sri Lanka is:
- (a) Kabul
 - (b) Colombo
 - (c) Dhaka
 - (d) Jakarta
- (xx) Double occupancy room has:
- (a) King room
 - (b) Studio room
 - (c) Double bed for two persons
 - (d) Mini suites

SECTION B

(Answer any four questions from this Section.)

Question 2

- (i) What is the importance of Etiquette in the Hospitality sector? [5]
- (ii) Enlist *any five* important manners projected in everyday living by a Hospitality personnel. [5]
- (iii) Explain the component 'accommodation' with respect to Tourism with appropriate examples. [5]
- (iv) Why is it important to be 'courteous' in the hospitality industry? [5]

Question 3

- (i) Why is 'attitude' important for a hospitality personnel? [5]
- (ii) What is education tourism? Give examples. [5]

- (iii) Define: [5]
- (a) Budget hotels
 - (b) Ecotels.
- (iv) Why is having a 'positive body language' important for a hospitality personnel? [5]

Question 4

- (i) Explain *any five* functions of Front Office department in a hotel. [5]
- (ii) Discuss *any two* types of napkin folds used on formal occasions with respect to their material and colour used. [5]
- (iii) What are the safety and security precautionary measures taken by hotels? (*Any five*) [5]
- (iv) Explain *any five* English common phrases used in operational areas of hospitality sector. [5]

Question 5

- (i) Discuss *any five* attributes of a Food & Beverages personnel. [5]
- (ii) Explain the use of *any two* common kitchen equipment. [5]
- (iii) What is the role of Food & Beverages department in a hotel? [5]
- (iv) Distinguish between home and hotels with respect to fire safety precautions adopted by them. [5]

Question 6

- (i) What are suites? [5]
- (ii) Explain *any two* types of glassware. [5]
- (iii) Write a short note on laundry services with respect to House Keeping department in a hotel. [5]
- (iv) Give *any five* advantages of label reading. [5]

Question 7

- (i) Explain basic meal planning. [5]
- (ii) What do you mean by food groups? [5]
- (iii) Explain the role of FSSAI with respect to food hygiene. (*Any five*) [5]
- (iv) Explain the role of *any two* crockery used in hotels. [5]