

Model Paper “THE LODGING & FOOD SERVICES INDUSTRY-I” (First Year)
DIPLOMA IN HOTEL OPERATIONS (02 Year Course)
For Annual Examination 2023 & Onwards
OBJECTIVE

Marks: 20

TIME: 30 Minutes

Note: This part is compulsory. It should be attempted on the question paper and returned to the supervisory staff after the prescribed time. Cutting or over writing, Use of Ink Remover, lead Pencil and Eraser is not allowed. Supervisory Staff is requested to attach it with the answer book.

Q # 1: Encircle the write answer from the given answers a, b, c & d. (20x1) = 20

- 1) What term describes the industry that includes hotels, restaurants, and other service providers that cater to travelers and tourists?
 - a. Food industry
 - b. Logging industry
 - c. Hospitality industry
 - d. Tourism industry

- 2) Which of the following is NOT typically considered a part of the hospitality industry?
 - a. Fast-food restaurants
 - b. Hotels and resorts
 - c. Airlines
 - d. Movie theaters

- 3) In the hospitality industry, what is the primary focus?
 - a. Manufacturing
 - b. Service and customer satisfaction
 - c. Transportation
 - b) D) Technology

- 4) What is the primary focus of the lodging industry?
 - a. Providing food services
 - b. Offering transportation
 - c. Providing temporary accommodations
 - d. Entertainment

- 5) In the lodging industry, what term is used to describe the process of reserving and assigning rooms to guests?
 - a. Check-in
 - b. Housekeeping
 - c. Reservation
 - d. Concierge

- 6) What is a person called who manages the day-to-day operations of a hotel or lodging establishment?
 - a. Chef
 - b. Host
 - c. Concierge
 - d. Hotel manager

- 7) Which career in the lodging industry involves ensuring guest rooms are clean and well-maintained during their stay?
- a. Front desk clerk
 - b. Housekeeper
 - c. Bellhop
 - d. Wait staff
- 8) What term is used to describe the person responsible for assisting guests with their luggage and other needs at a hotel?
- a. Concierge
 - b. Hostess
 - c. Bellhop
 - d. Chef
- 9) Which career in the lodging industry involves managing reservations, check-ins, and guest requests at the front desk?
- a. Chef
 - b. Housekeeper
 - c. Front desk clerk
 - d. Wait staff
- 10) What is the main role of a concierge in a hotel?
- a. Cooking meals for guests
 - b. Cleaning guest rooms
 - c. Assisting guests with information and services
 - d. Managing reservations
- 11) Which career in the lodging industry is responsible for preparing and serving food to guests?
- a. Housekeeper
 - b. Wait staff
 - c. Concierge
 - d. Front desk clerk
- 12) What do you call a person who is in charge of the kitchen and food preparation in a hotel or restaurant?
- a. Hostess
 - b. Chef
 - c. Bellhop
 - d. Valet
- 13) What is a key challenge of operating a hotel chain in multiple countries?
- a. Cultural differences
 - b. Uniformity in services
 - c. Limited growth opportunities
 - d. Reduced revenue
- 14) Which factor has contributed to the globalization of the lodging industry?
- a. Decreased travel
 - b. Economic isolation
 - c. Technological stagnation
 - d. Increased international travel

15) What does a hotel chain typically do to adapt to the cultural differences in various countries?

- a. Maintain the same menu worldwide
- b. Offer a consistent experience
- c. Ignore cultural preferences
- d. Refuse to operate in diverse locations

16) Which of the following is an example of a global hotel chain?

- a. A small boutique hotel
- b. A locally owned bed and breakfast
- c. A multinational hotel corporation
- d. An independently operated motel

17) How can a global hotel chain benefit from offering consistent services worldwide?

- a. Reduced customer satisfaction
- b. Lower customer loyalty
- c. Increased brand recognition
- b) Limited revenue growth

18) What is an important aspect of globalization for the lodging industry?

- a. Decreasing cultural diversity
- b. Isolating from international markets
- c. Adapting to local customs and preferences
- d. Avoiding international travel

19) What is the typical hierarchy in a hotel, from highest to lowest position?

- a. Housekeeping, chef, general manager
- b. Front desk, reservations, and bellhop
- c. General Manager, front desk, housekeeping
- d. Chef, concierge, wait staff

20) How has the food services industry evolved over the years?

- a. It has remained unchanged
- b. It has become less diverse
- c. It has expanded and diversified
- d. It has become less global

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SUBJECTIVE

TIME: 2:30 Minutes

MARKS: 80

SECTION-I

Q.1 Write the short answers of any twenty five (25) from the following questions. (25* 2 = 50)

- i. What is the primary objective of hospitality businesses?
- ii. Define the term "lodging" in the context of the hospitality industry.
- iii. Give an example of a hospitality establishment that is not related to accommodation or food services.
- iv. What is the significance of customer satisfaction in the hospitality industry?
- v. Name two amenities commonly offered by hotels to enhance guest experiences.
- vi. Explain the role of a concierge in a hotel.
- vii. What are the responsibilities of a hotel manager?
- viii. Differentiate between a front desk clerk and a housekeeper in a hotel.
- ix. Why is the role of a bellhop important in the lodging industry?
- x. What is the primary function of a chef in a hotel or restaurant?
- xi. Describe the responsibilities of wait staff in a food service establishment.
- xii. How does a hostess contribute to the smooth operation of a restaurant?
- xiii. Define globalization in the context of the lodging industry.
- xiv. List two benefits of globalization for hotel chains.
- xv. What challenges might hotel chains face when expanding globally?
- xvi. How can hotels adapt to cultural differences in different countries?
- xvii. Give an example of a global hotel chain.
- xviii. Explain the importance of brand recognition for a hotel chain in a global context.
- xix. Who typically oversees the front desk and guest services in a hotel?
- xx. Name the department responsible for cleaning and maintaining guest rooms.
- xxi. What is the role of a general manager in a hotel's hierarchy?
- xxii. Identify the department responsible for handling guest inquiries and reservations.
- xxiii. What department primarily handles food preparation and service in a hotel?
- xxiv. Provide an example of the typical hierarchy in a hotel.
- xxv. How has the food services industry evolved over the years?
- xxvi. Define "fusion cuisine" in the context of food services.
- xxvii. Explain the concept of the "hospitality industry" and its components.
- xxviii. What are the main differences between a motel and a resort in the lodging industry?
- xxix. How do hospitality businesses contribute to the local economy and employment?
- xxx. Discuss the importance of customer service skills for employees in the lodging industry.
- xxxi. Compare the roles of a front desk clerk and a concierge in a hotel.
- xxxii. How do employees in the lodging industry ensure the safety and security of guests?
- xxxiii. Provide an example of how a hotel chain can adapt its services to suit different cultural preferences.
- xxxiv. How can globalization benefit hotel chains in terms of economies of scale?
- xxxv. Explain the concept of "cultural diversity" in the context of the lodging industry.
- xxxvi. Discuss the responsibilities of the food and beverage department in a hotel.
- xxxvii. Why is customer satisfaction crucial in the food services industry?

SECTION –II

Note: attempt any three questions.

(10*3= 30)

- Q.2** Explain the key elements that contribute to a positive guest experience in a hotel or lodging establishment. Provide examples for each element.
- Q.3** Describe three different job roles within the lodging industry and outline the responsibilities associated with each role.
- Q.4** Discuss the advantages and disadvantages of a hotel chain expanding its operations internationally. Provide at least two benefits and two challenges.
- Q.5** Explain the importance of effective communication and coordination between different departments in a hotel.
- Q.6** Describe how changing consumer preferences have influenced the menus and services offered by restaurants in the food services industry.