DAY — **16** SEAT NUMBER | | | | | | |

2025	III	04	1500	J-409	(E)

TOURISM AND HOSPITALITY CUSTOMER SERVICE EXECUTIVE (MEET AND GREET) (G9)

Time : 3 Hrs. **(4 Pages)** **Max. Marks : 80**

Note : *(i) All questions are compulsory.*

(ii) Draw neat and labelled diagrams wherever necessary.

(iii) Figures to the right indicate full marks.

(iv) Write answers to all questions on new pages.

Q. 1. **(A)** Select the correct alternatives from the following and rewrite the sentences : (5) **[20]**

(1) The role of _____ is important for hospitality practice.

(a) food and beverage

(b) food and travel

(c) travel and beverage

(2) Communication is a _____ process.

(a) Continuous

(b) Two-way

(c) One-way

(3) Employees are trained to find _____ in the workplace.

(a) Laws

(b) Problems

(c) Risks

(4) Food contamination is a source of _____.

(a) moisture

(b) biological

(c) abiotic

(5) In French the word 'hello' is called _____.

(a) allô

(b) allowed

(c) allocated

(B) Match the pairs from the following 'A' and 'B' groups : (5)

Group 'A'		Group 'B'	
(a)	Green	(1)	Stress Management Skill
(b)	Logbook	(2)	Electric accident
(c)	Yoga	(3)	Customer profile
(d)	Electric circuit	(4)	Vert
(e)	Customer's main information	(5)	Record

(C) State whether the following statements are True or False : (5)

(1) Waste management is the process of disposing of waste.

(2) Good night is called 'bonsoir' in French.

(3) The page is saved with the shortkey Ctrl + S.

(4) The customer is always wrong.

(5) The hospitality industry provides employment to people of various age, backgrounds and skills.

(D) Answer the following questions in 'One' sentence each : (5)

(1) What is the English number seven (7) called in French language?

(2) What is the process of taking care of self body called?

(3) What is the customer centric process known as?

(4) What are the protective devices that provide protection from risk to the consumer?

(5) What is the month of March called in French language?

Q. 2. Answer the following questions in short (Any FOUR) : [12]

(1) Write brief information about extrinsic motivation.

(2) Write the stages of active listening.

(3) Write information about pest control.

(4) Write information about the presentation.

(5) Which departments are cleaned by housekeeping department?

(6) Write the steps for handling PPE kit.

Q. 3. Answer the following questions in short (Any FOUR) : [12]

(1) Briefly explain how to maintain a positive attitude.

(2) Write a brief description of giving feedback.

(3) Write information about Maternity Benefit Act.

(4) Write information about routine cleaning in F & B service at workplace.

(5) Write the procedure for cleaning crockery, cutlery and glassware.

(6) Write the names of the colour red, green and blue in French language.

Q. 4. **Answer the following questions in detail (Any THREE) :** **[12]**

(1) Write in detail the benefits of staff training.

(2) Make a list of the components of Hospitality process.

(3) List the equipment for storage of acids and chemicals at workplace.

(4) Write information about Women Protection Act during night shift work.

(5) Write about any four types of entrepreneurs.

Q. 5. **Answer the following questions in detail (Any THREE) :** **[12]**

(1) List the contents of a senior citizen's emergency kit.

(2) Write a note on decisiveness.

(3) Write information about the important points for handling the complaints.

(4) Write the names of the week days in French language.

(5) What are the computer shortkeys A+, B, U, I used for?

Q. 6. **(A)** Answer the following questions in detail (Any ONE) : (6) **[12]**

(1) Make a list of the materials in the first aid kit.

(2) Write detailed information about dressing code.

(B) Answer the following questions in detail (Any ONE) : (6)

(1) Write a detailed description of what is called a logbook.

(2) Write in detail the types of food contamination.

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