

**ISC SEMESTER 1 EXAMINATION
SPECIMEN QUESTION PAPER
HOSPITALITY MANAGEMENT**

Maximum Marks: 70

Time allowed: One and a half hours

(Candidates are allowed additional 15 minutes for only reading the paper.)

ALL QUESTIONS ARE COMPULSORY

Each question / subpart of a question carries one mark.

Select the correct option for each of the following questions.

1. _____ gap is the quality gap between the understanding of the customer needs by the company and the actual customer expectations.
 - (a) Policy
 - (b) Knowledge
 - (c) Delivery
 - (d) Communication

2. _____ gap is the quality gap between the service promised and service actual delivered.
 - (a) Knowledge
 - (b) Delivery
 - (c) Communication
 - (d) Customer

3. _____ is the willingness to help customers and provide them prompt service.
 - (a) Responsiveness
 - (b) Reliability
 - (c) Empathy
 - (d) Assurance

4. _____ is the care and individualised attention provided to the customers.
- (a) Reliability
 - (b) Empathy
 - (c) Assurance
 - (d) Responsiveness
5. How many chances does a hotel staff get to create a WOW experience for a guest?
- (a) 10
 - (b) 50
 - (c) 100
 - (d) More than 100
6. _____ means providing everything a guest needs and not just that is required to meet the minimum standards.
- (a) Trustworthy service
 - (b) Attentive service
 - (c) Seamless service
 - (d) Resourcefulness
7. _____ is when an employee anticipates a customer's needs even before the customer asks for it.
- (a) Attentive service
 - (b) Pro-active service
 - (c) Resourcefulness
 - (d) Trustworthy service
8. Identify the term which means meeting the customers' needs and even exceeding their expectations.
- (a) Resourcefulness
 - (b) Trustworthy service
 - (c) Service excellence
 - (d) Attentiveness

9. Which of the following should not be done while handling the complaint of a customer?
- (a) Use the name of the customer.
 - (b) Lose temper.
 - (c) Take notes.
 - (d) Review the complaint.
10. One should always _____ while handling a guest complaint.
- (a) Interrupt
 - (b) Jump to conclusions
 - (c) Sympathise
 - (d) Patronise
11. The standard area of double room in a 5-star hotel is:
- (a) 100 sq ft
 - (b) 140 sq ft
 - (c) 200 sq ft
 - (d) 150 sq ft
12. The standard area of a single AC room in a 3-star hotel is:
- (a) 120 sq ft
 - (b) 150 sq ft
 - (c) 100 sq ft
 - (d) 140 sq ft
13. Hotels located in the heart of the city are known as _____.
- (a) Resort Hotels
 - (b) Downtown Hotels
 - (c) Commercial Hotels
 - (d) Both (b) and (c)

14. What are the hotels located on highways known as?
- (a) Motels
 - (b) Resort Hotels
 - (c) Commercial Hotels
 - (d) Transit Hotels
15. What are the hotels near the airports known as?
- (a) Residential Hotels
 - (b) Transit Hotels
 - (c) Motels
 - (d) None of the above
16. Shelter for *dad accommodation* is a famous concept in _____.
- (a) USA
 - (b) London
 - (c) Italy
 - (d) Norway
17. _____ is also known as 'Motels on Wheels'.
- (a) Flotels
 - (b) Rotels
 - (c) Sub-urban Hotels
 - (d) Commercial Hotels
18. One star hotel should have at least _____ number of lettable rooms.
- (a) 50
 - (b) 25
 - (c) 10
 - (d) 30
19. Government guest houses are ideal examples of _____.
- (a) Transit Hotels
 - (b) Transient Hotels
 - (c) Residential Hotels
 - (d) Semi-residential Hotels

20. According to American scenario, a large hotel should have _____ lettable rooms.
- (a) 300 to 600
 - (b) 300 to 500
 - (c) 600 to 900
 - (d) 500 to 700
21. According to Indian Scenario, how many lettable rooms should a medium hotel have?
- (a) 50 – 100
 - (b) 25 to 100
 - (c) 75 – 100
 - (d) 100 – 150
22. The hotels which have no ownership with other properties are known as _____.
- (a) Heritage Hotels
 - (b) Independent Hotels
 - (c) Chain Hotels
 - (d) None of the above
23. When both, a property and the management are owned by two different owners, it is called _____.
- (a) Franchise
 - (b) Chain Hotels
 - (c) Management Contract
 - (d) Referral Group
24. In which year was the Aparthotel developed?
- (a) 1970
 - (b) 1975
 - (c) 1980
 - (d) 1965

25. When hotels themselves evaluate their compliance with the criteria, without any audit or control, which classification system do they use?
- (a) Quality Assurance
 - (b) Trust Based System
 - (c) Classification including guest reviews
 - (d) Traditional Classification System
26. The full form of 'AAA' classification committee is _____.
- (a) American Authentication Association
 - (b) American Authorization Association
 - (c) American Automobile Association
 - (d) American Accounting Association
27. Nomenclature used for hotels in the USA is _____.
- (a) One to Five Star
 - (b) One to Five Star Deluxe
 - (c) One to Five Star Superior
 - (d) One to Five Diamonds
28. The reception of a hotel should operate _____.
- (a) All 24 hours
 - (b) 09 hours in a day
 - (c) 12 hours in a day
 - (d) 08 hours in a day
29. The full form of FIT is _____.
- (a) Frequent Indian Traveller
 - (b) Frequent Independent Traveller
 - (c) Free Independent Traveller
 - (d) Free Indian Traveller

30. Classification committee for classification of hotels in Portugal is _____.
- (a) HRACC
 - (b) HOTREC
 - (c) National Tourist Board
 - (d) AAA
31. Functions of management are explained by _____.
- (a) Mr. Abraham Maslow
 - (b) Mr. Henry Fayol
 - (c) Mr. William James
 - (d) Mr. Carl Rogers
32. _____ is the management task of preparing objectives of an organisation.
- (a) Gathering relevant information
 - (b) Setting goals
 - (c) Planning
 - (d) Controlling
33. _____ is an example of external resource.
- (a) Customers
 - (b) Security
 - (c) Employees
 - (d) Equipment
34. How many phases of Planning exist?
- (a) Two
 - (b) Three
 - (c) Five
 - (d) Four

35. How many types of plans are there in an organization?
- (a) Four
 - (b) Two
 - (c) One
 - (d) Three
36. Short term Plan involves planning for _____.
- (a) 3 Months
 - (b) 6 Months
 - (c) 1 Year
 - (d) 2 Years
37. The Annual Plans are for _____.
- (a) 12 months
 - (b) 24 months
 - (c) 36 months
 - (d) None of the above
38. What are the goals set by department heads known as?
- (a) Individual goals
 - (b) Sectional goals
 - (c) Functional goals
 - (d) Corporate goals
39. Arranging the resources and allocating duties is known as _____.
- (a) Allocating resources
 - (b) Stock Taking
 - (c) Span of control
 - (d) Organizing

40. Keeping the organizational activities united is known as _____.
- (a) Unity of demand
 - (b) Unity of activity
 - (c) Unity of command
 - (d) Delegation of authority
41. What is the first step that an effective manager should take for solving a problem?
- (a) Collect information
 - (b) List possible course of action
 - (c) Define the aim
 - (d) Evaluate the pros & cons
42. While making a decision, _____ is the process of thinking of the entirety.
- (a) Analysing
 - (b) Holistic thinking
 - (c) Valuing
 - (d) Decision Making
43. When a manager does not have enough information or skill, he or she asks other people for information and then makes a decision. What is this decision-making style known as?
- (a) Autocratic
 - (b) Consultation
 - (c) Negotiation
 - (d) Information Finding
44. _____ refers to the number of sub-ordinates under the manager's direct control.
- (a) Unity of Command
 - (b) Unity of Activity
 - (c) Span of Control
 - (d) Delegation of Authority

45. Which is the leadership style in which the leader makes decision by his / her sheer personality?
- (a) Dictatorial Style
 - (b) Charismatic Style
 - (c) Democratic Style
 - (d) Delegate Style
46. _____ is the best way to analyse the company's performance.
- (a) Employee retention
 - (b) Pay scale of the employees
 - (c) Customer feedback
 - (d) Occupancy of a hotel
47. _____ is important for a company to grow in the market.
- (a) To meet customer's demand
 - (b) To meet financial goals
 - (c) To hire qualified staff
 - (d) To give high pay scale for employees
48. _____ means paying attention towards the guest during and after the initial contact with her / him.
- (a) Trustworthy service
 - (b) Attentive service
 - (c) Resourcefulness
 - (d) Pro-active service
49. The term _____ means characteristics that may be impossible to evaluate even after purchase and consumption of the product.
- (a) Search Quality
 - (b) Experience Quality
 - (c) Credence Quality
 - (d) None of the above

50. _____ means the attributes of a product that a customer can determine prior to the purchase of the product.
- (a) Experience Quality
 - (b) Search Quality
 - (c) Post Experience
 - (d) Credence Quality
51. How many gaps between the customer and company have been explained in the service quality gap model?
- (a) 4
 - (b) 5
 - (c) 6
 - (d) 3
52. With reference to the service quality gap model, which is the third gap between the customer and the company?
- (a) Knowledge Gap
 - (b) Policy Gap
 - (c) Communication Gap
 - (d) Delivery Gap
53. 'The Policy Gap' is the:
- (a) Gap between understanding the customer needs by the company and actual customer expectation.
 - (b) Gap between service delivery standards and actual delivery standard.
 - (c) Gap between management understanding of customer needs and the translation of that understanding into service delivery policies and standards.
 - (d) Gap between customer expectations and customer perceptions.
54. The housekeeping department in a hotel provides _____ to the employees.
- (a) ID cards
 - (b) Meals for the day
 - (c) Uniform
 - (d) Duty roster for the entire staff

55. Well-groomed professionals provide _____ service quality.
- (a) Tangibles
 - (b) Responsiveness
 - (c) Empathy
 - (d) Reliability
56. Choose the correct statement.
- (a) If the product is good, customer service quality is not required.
 - (b) An organisation can possibly overcome all service quality gaps.
 - (c) Positive feedbacks are more important than negative feedbacks for an organisation.
 - (d) In a hotel, attentive service helps in providing a 'WOW' experience to the guest.
57. The _____ has motivated the hotels to embrace sustainability.
- (a) Government
 - (b) Employees
 - (c) Rising Cost
 - (d) All of the above
58. _____ is considered to be the safest mode of payment by hoteliers.
- (a) Cheque
 - (b) Cash
 - (c) Credit card / Debit Card
 - (d) Demand Draft
59. _____ helps in creating a strong security management.
- (a) Educated employees
 - (b) Training of employees
 - (c) Effective management
 - (d) Infrastructure of the hotel

60. _____ is the department responsible for inspecting all the visitors who enter the hotel.
- (a) Security Department
 - (b) Front Office Department
 - (c) Valet
 - (d) Housekeeping Department
61. In a hotel, the housekeeping department is responsible for:
- (a) Check-in
 - (b) Welcoming the guest
 - (c) Banquet
 - (d) Lost & found
62. In a hotel, _____ are considered as 'front of the house' area.
- (a) Storage areas
 - (b) Linen rooms
 - (c) Meeting rooms
 - (d) Cloak rooms
63. Housekeeping co-ordinates with which department the most through the day?
- (a) Front office
 - (b) Food and Beverage Service
 - (c) Kitchen
 - (d) All of the above
64. Staff of a hotel with _____ displays an even temper and good humour.
- (a) Courtesy
 - (b) Honesty
 - (c) Diplomacy
 - (d) The Right Attitude

65. Housekeeping staff faces a lot of emergency situations and _____ is one of their most important quality.
- (a) Courtesy
 - (b) Calm demeanour
 - (c) Cooperation
 - (d) Loyalty
66. Choose the correct statement.
- (a) Cloud computing is not beneficial to hotels.
 - (b) Cloud-based software innovates faster.
 - (c) Cloud computing and cloud beds are not related.
 - (d) Cloud computing is very difficult for employees to understand.
67. In a hotel, the _____ consumes maximum electricity.
- (a) Guest rooms
 - (b) Lobby
 - (c) Banquet
 - (d) Security Department
68. EMS can save energy consumption up to _____.
- (a) 100%
 - (b) 80%
 - (c) 60%
 - (d) 40%
69. _____ is an example of non-cycled inventory.
- (a) Linen
 - (b) Uniform
 - (c) Heating pads
 - (d) Cleaning cloth

70. Ceilings of guestroom in a hotel should be cleaned _____.

- (a) Once a week.
- (b) Once a day.
- (c) Once a year.
- (d) Once a fortnight.