

Enrollment No.

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B.VOC HOSPITALITY & TOURISM**1ST YEAR 1ST SEMESTER EXAMINATION****TOURISM ORGANIZATION: TRAVEL AGENCY, TOUR OPERATOR****[Time : 03:00 Hours]****[Max. Marks : 70]****NOTE: ATTEMPT ALL THE QUESTIONS AS PER GIVEN INSTRUCTIONS.****1. Multiple Choice Questions (MCQs)****[01×15=15]**

- I A tour package generally includes:
 - (a) Only transportation (b) Accommodation only
 - (c) Multiple components like transportation, accommodation, and sightseeing
 - (d) Shopping expenses
- II Which type of tour package is designed for tourists who prefer to travel independently?
 - (a) Escorted Tour (b) Hosted Tour (c) Freedom Tour (d) Independent Tour
- III The role of a historical guide primarily involves:
 - (a) Guiding through natural landscapes
 - (b) Sharing knowledge about historical sites and landmarks
 - (c) Assisting tourists with shopping (d) Arranging accommodation for guests
- IV Which type of tourism focuses on the conservation of natural resources and sustainable practices?
 - (a) Adventure Tourism (b) Eco-Tourism (c) Cultural Tourism (d) Business Tourism
- V What is the main function of the International Air Transport Association (IATA)?
 - (a) Promoting cultural heritage sites (b) Developing global airline standards
 - (c) Organizing tours for international visitors (d) Handling hotel reservations
- VI A resort primarily differs from a hotel in its focus on:
 - (a) Offering only accommodation (b) Providing a wide range of recreational activities
 - (c) Operating mainly in urban areas (d) Exclusively serving business travelers
- VII What is the primary purpose of business tourism?
 - (a) Cultural exploration (b) Recreational activities
 - (c) Work-related meetings and conferences (d) Adventure sports
- VIII Which agency is required for a travel business to operate internationally and issue flight tickets?
 - (a) DOT (b) TAAI (c) IATA (d) UNWTO
- IX Which type of travel permit is required for foreign nationals visiting certain regions in Northeast India?
 - (a) Inner Line Permit (b) Restricted Area Permit (c) Tourist Visa (d) None
- X Which organization in India promotes the interests of travel agents?
 - (a) PATA (b) TAAI (c) UNWTO (d) IATO
- XI What is an incentive tour primarily used for?
 - (a) Awarding employees as motivation (b) Guiding tourists in historical sites
 - (c) Promoting eco-friendly practices (d) Organizing family vacations

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- XII** The concept of a "freedom tour" emphasizes: (a) Fixed schedules
(b) Strict itineraries
(c) Tourists' flexibility in planning activities
(d) Guided tours exclusively
- XIII** The Travel Corporation of India (TCI) is known for: (a) Mass group tours only
(b) Personalized and high-end services
(c) Budget accommodation only
(d) Rural tourism initiatives
- XIV** Which is a key income source for travel agencies? (a) Client service charges
(b) Government grants
(c) Tourist donations
(d) Hotel employment
- XV** The term "backpacking" is commonly associated with: (a) Group travel with a fixed plan
(b) Low-cost, independent travel
(c) Luxury travel packages
(d) Business travel

Answer in long (any three)

[10×3=30]

- I** Explain the functions of a travel agency and how it assists travelers in organizing their trips.
- II** Describe the different types of tour packages and their key characteristics.
- III** Discuss the role of travel organizations like UNWTO, TAAI, and IATO in supporting the travel and tourism industry.
- IV** Outline the steps involved in setting up a travel agency or tour operating business, including necessary approvals and partnerships.

Answer in short (any five)

[5x5=25]

- I** What is the role of a tour guide?
- II** Describe the main components of a tour package.
- III** What are the features of adventure tourism?
- IV** Differentiate between inbound and outbound tour operators.
- V** Explain the significance of eco-tourism.
- VI** What are the essential functions of a resort?
- VII** Define the purpose of a travel permit for Northeast India, such as the Inner Line Permit (ILP).

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B.VOC H&T

**1ST YEAR 1ST SEMESTER YEAR EXAMINATION
COMMUNICATION SKILLS**

[Max. Marks : 70]

[Time : 03:00 Hours]

Note : 1. Attempt all the questions as per given instructions.

1. Multiple Choice Questions (MCQs) [01×15=15]

- I** The primary objective of oral communication
 - a) Confuse the audience b) Avoid direct interaction
 - c) Create misunderstanding d) Present ideas clearly
- II** Which of the following indicates active listening?
 - a) Asking questions b) Avoiding eye contact
 - c) Interrupting d) Distractions
- III** What is an informal way of greeting someone?
 - a) Shaking hands b) Sending a formal letter
 - c) Smiling casually d) Bowing
- IV** The medium of communication should be chosen based on
 - a) Complexity of the message b) The audience
 - c) Availability of resources d) All of the above
- V** An advantage of written communication is
 - a) Clarity & accuracy b) No permanent record
 - c) Instant feedback d) Lack of structure
- VI** In written communication, what is most important?
 - a) Clarity b) Speed c) Fancy language d) Length

[P.T.O.]

The process of encoding in communication refers to:

XV a) Understanding the message b) Creating the message
c) Sending the message d) Receiving the message

2. **Answer in long (any three) [10×3=30]**

- I Explain the process of communication with examples.
- II Discuss the role of body language in communication.
- III What are the barriers to communication? Name some important barriers?
- IV Explain the objectives of communication in detail.

3. **Answer in short (any five) [5×5=25]**

- I What are the types of communication?
- II Write a short note on the difference between one-way and two-way communication?
- III Differentiate between formal and informal communication?
- IV Identify the importance of active listening in communication?
- V What is encoding and decoding in communication?
- VI Write a short note on the 7Cs of communication?
- VII Discuss the importance of mass communication.

Which one of these is a barrier to effective communication?

a) Active listening b) Clear message
c) Noise d) Feedback

Which of the following is an example of formal communication?

- a) Casual conversation b) Application
c) Talking to a friend d) Chatting in a group

The term "feedback" in communication means:

- a) Ignoring the message b) Repeating the message
c) Responding to the message d) Sending the message

Which of the following is a key element of active listening?

- a) Multitasking while listening
b) Giving full attention to the speaker
c) Interrupting the speaker
d) Waiting for your turn to talk

What is the primary purpose of communication?

- a) To confuse b) To share information
c) To argue d) To create problems

Which of the following is a form of verbal communication?

- a) Gesture b) Writing c) Speaking d) Body language

What does "non-verbal communication" include?

- a) Emails b) Voice messages
c) Body language d) None of the above

Which one of the following is NOT a communication skill?

- a) Listening b) Writing c) Yelling d) Speaking

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BVH&T

**1ST SEMESTER 1 ST YEAR EXAMINATION
ENVIRONMENTAL SCIENCE**

[Time : 03:00 Hours]

[Max. Marks : 70]

Note: 1. Attempt all the questions as per given instructions.

1. Multiple Choice Questions* (MCQs)

[01×15=15]

Objectives Question: Answer All Question

- Which of the following is an air pollutant
i) Nitrogen ii) Carbon di oxide iii) Carbon mono oxide iv) Oxygen
- Chipko movement in tehri region initiate by
i) Sunderlalbahuguna ii) Amrita devi
iii) Narendramodi iv) Gandhiji
- Deforestation generally decreases
(i) Soil erosion (ii) Rainfall (iii) Draught (iv) Global warming
- Ecosystem word was coined by-
(i) A. G. Tansley (ii) R. F. Dashmann (iii) G. J. Mendel (iv) Einstein
- Ozone is present in which layer of atmosphere-
(i) Stratosphere (ii) Troposphere
(iii) Mesosphere (iv) Thermosphere
- Food web are interconnected of
(i) Producer (ii) Trophic level (iii) Food chain (iv) Trees
- World water day is on-
(i) 22nd March (ii) 23rd March (iii) 21st March (iv) 22nd April
- World Environment day is celebrated on-
(i) 5th September (ii) 5th October (iii) 16th September (iv) 5th June
- When trees are cut, amount of carbon di oxide
(i) Decreases (ii) Increases (iii) both i and ii (iv) Remains same
- Producer are also called
(i) Autotrophic (ii) Heterotrophic (iii) Consumer (iv) Decomposers
- Which of the following is not a greenhouse gas?
(i) CO₂ (ii) CH₄ (iii) O₃ (iv) N₂
- Energy flow in an ecosystem is
(i) Reversible (ii) Unidirectional (iii) Transferable (iv) Direct
- Food web are interconnected of
(i) Producer (ii) Trophic level (iii) Food chain (iv) Trees
- Standard of noise for residential areas during day
(i) 55 (ii) 45 (iii) 65 (iv) 35

15. Vulture is-

(i) Producers (ii) Consumers (iii) Decomposer (iv) Scavenger

2. Answer in long (any three) [10×3=30]

- I Describe the types of solid waste, explain the household, hospital, from agriculture and biomedical waste.
- II Write and explain the guiding principles of environmental education?
- III Define environment? Discuss different layers of the atmosphere in detail?
- IV Define forest resource? Discuss the causes, effects and control measures of deforestation?

3. Answer in short (any five) [5×5=25]

- I Explain the forest ecosystem in detail. Explain their pyramid also.
- II Define biodiversity? Describe the in-situ and ex-situ conservation measures?
- III Explain the applications of solar energy.
- IV Discuss EIA principles and ISO standards.
- V Describe the types of energy resources and explain it.
- VI Discuss the role of individual in prevention of pollution.
- VII Explain the control of water pollution in detail.

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(C) (SVSU) : 2024-2025/R

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B.VOC H&T

1stYear 1stSemester Year EXAMINATION

FOOD PRODUCTION- I

[Time : 03:00 Hours]

[Max. Marks : 70]

Note : Attempt all the questions as per given instructions.

1. State true or false/ Fill in the blank [01×15=15]
- I Grilling is the moist method of cooking.
 - II Poaching is the dry method of cooking.
 - III Sous chef is the head of kitchen department.
 - IV Sugar is a thickening agent.
 - V Basil is a fine herb.
 - VI Sugar is not a raising agent.
 - VII Hand wash is the part of personal hygiene.
 - VIII Refined flour is a flavoring agent.
 - IX Cookery is not a Nouvelle cuisine.
 - X An induction plate is the manual equipment of kitchen.
 - XI Wheat flour is a agent.
 - XII Parsley is herb.
 - XIII Roasting is the method of cooking.
 - XIV Boiling is the method of cooking.
 - XV chef is the supervisor of kitchen department.

3. **Answer in long (any three)** [10×3=30]

- I Classify and describe the fruits and vegetables.
- II Explain the various points for maintaining good hygiene in kitchen.
- III Discuss the qualities of kitchen staff in a professional kitchen.
- IV Define cooking and its importance? Explain it.

4. **Answer in short (any five)** [5×5=25]

- I Explain the various methods of cooking.
- II Write a short note on "fire extinguisher".
- III Explain spicing agents used in Indian kitchen.
- IV Define fire? Explain the classification of fire.
- V Define fat & oil and its types? Explain the purchasing consideration of fat and oil.
- VI Describe the milk and its products.
- VII Explain flavoring and aromatic agents used in Indian kitchen.

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B.Voc in H&T

1ST YEAR 1ST SEMESTER EXAMINATION

TOURISM RESOURCES OF INDIA

[Max. Marks : 70]

[Time : 03:00 Hours]

Note: Attempt all the questions as per given instructions

[01×15=15]

1. State True or False:

- i. Indian handicrafts are part of the country's cultural tourism resources.
- ii. Bhubaneswar is a prominent hill station in India.
- iii. Indian history has three main periods: ancient, medieval, and modern.
- iv. The Buddhist circuit includes Kushinagar and Bodhgaya.
- v. Marine-based sports are not popular in India.
- vi. Deccan Odyssey operates as a luxury tourist train in India.
- vii. The Taj Mahal is considered a significant cultural monument.
- viii. Chennai is known for adventure sports on its beaches.
- ix. Art galleries in India play a role in promoting cultural tourism.
- x. Kanchipuram is part of the Southern Triangle circuit.
- xi. _____ and _____ are well-known for their contributions to Indian Classical music.

xii. _____ and _____ are examples of adventure sports in India.

xiii. The Buddhist circuit includes _____ and _____.

xiv. _____ is a popular National Park famous for tiger conservation.

xv. _____ and _____ are key hotels in India popular with tourists.

3. Answer in long (any three):

[10×3=30]

i. Describe the role of historical monuments in Indian tourism.

ii. Explain the religious tourism resources in India in detail.

iii. What are the types of adventure sports in India? Explain it.

iv. Discuss the importance of tourism circuits in detail.

4. Answer in short (any five):

[5×5=25]

i. Name any five famous National Parks in India.

ii. Describe the importance of art and handicrafts in Indian tourism.

iii. What are the primary features of Indian hill stations as tourist destinations?

iv. List any two main luxury tourist trains in India and their routes.

v. Define and explain the concept of a tourism promotional festival.

vi. What is the importance of the Golden Triangle circuit in tourism?

vii. Mention any five types of dances significant to India's cultural tourism.

18-12-24

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B.Voc in H&T

1ST YEAR 1ST SEMESTER EXAMINATION

FOOD & BEVERAGE SERVICE-I

[Time : 03:00 Hours]

[Max. Marks : 70]

Note : Attempt all the questions as per given instructions.

1. Multiple Choice Questions
(MCQs)

[01×15=15]

- I What type of establishment is known for its formal atmosphere, gourmet cuisine, and extensive wine selection?
a) Fine Dining Restaurant b) Coffee House
c) Cafeteria d) Fast Food Restaurant
- II What type of outlet offers a variety of dining options under one roof?
a) Fine Dining Restaurant b) Food Court c) Cafeteria d) Kiosk
- III A Kiosk is known for:
a) Formal ambiance b) Extensive menu options
c) Convenience and self-service
d) Exclusive membership requirements
- IV Drive Through outlets are known for:
a) Fast delivery to your doorstep
b) Quick service and car-side delivery
c) Fine dining experiences d) Exclusive membership options
- V Which of the following is not a type of F & B outlet?
a) Food Court b) Drive Through c) Hotel Lobby
d) Food Truck
- VI What does BOT stand for in billing methods?
a) Beverage Order Ticket b) Bar of Taxes
c) Bill of Table d) Best of Times
- VII Why is control important in F & B service?
a) To increase menu variety
b) To minimize customer satisfaction
c) To ensure cost-efficiency and quality
d) To maximize staff turnover

[P.T.O.]

VIII Which type of service involves food being prepared and finished in front of the guest?

- a) Buffet Servi b) Gueridon Service
- c) Takeaway Service d) Cafeteria Service

IX All catering establishments fall under the category of commercial establishments. (True/ False)

X Chinaware is not used for serving food and beverages. (True/ False)

XI American table service is a type of table service. (True/ False)

XII Gueridon service is a form of specialized service. (True/ False)

XIII F & B personnel do not need to possess any specific attributes or competencies. (True/ False)

XIV Takeaway service is a type of single-point service (True/ False)

XV Disposables are a cost-effective option for serving food and beverages. (True/ False)

2. Answer in long (any three)

[10×3=30]

I Discuss the interdepartmental relationship with the F&B Service department.

II Define service and explain its characteristics and types.

III Draw the organizational structure of F&B Service and write down the duties and responsibilities of steward.

IV Classify different types of catering. Explain it.

3. Answer in short (any five)

[5×5=25]

I Name any 10 equipment used in restaurant with their uses.

II Explain the flow chart of K.O.T.

III What is the evolution of the Food & Beverage industry?

IV Explain various types of restaurant.

V Write short notes on:

- a) Vending Machine b) Kiosk c) Sidestation

VI Write down the duties and responsibilities of Restaurant Manager.

VII What is the evolution of the Food & Beverage industry?
