

Model test paper Marking Scheme of Tourism and Hospitality of Class 9th

Q. No.	Answer	Marks
1	A	1
2	A	1
3	A	1
4	B	1
5	D	1
6	C	1
7	C	1
8	Medical	1
9	Coffee Shops	1
10	Ctrl+C	1
11	Cutlery, Crockery and Glassware	1
12	Crumbing	1
13	(A) and (R) are true, but (R) is not the correct explanation of (A)	1
14	Both (A) and (R) true and (R) is the correct explanation of (A).	1
15	Both (A) and (R) are correct.	1
16	Hospitality' refers to welcoming a guest, and offering shelter and food to the person. The word 'hospitality' is derived from the Latin word <i>hospes</i> , meaning 'host', guest' or 'stranger'.	2
OR		
17	Explain front office and its works Write about job order OR Meeting the expectations of guests helps improve the sales and, thus, increase productivity. Meeting guest satisfaction involves quality service and communication.	2
18	Write communication process	2
19	Catering management may be defined as the task of planning, organising, controlling and executing catering operations. Each activity influences the preparation and delivery of food, beverage and related services at competitive yet profitable prices.	2
20	Explain procedures of serving water.	2
21	Explain table cleaning procedure.	2
22	Make organization chart	3
OR		
23	It refers to the process of removing crumbs left on a table after guests have finished with the main course. Reports have a huge impact in tracking and analyzing the performance and growth of a hotel. They provide necessary information and data required to make decisions. Internal reports help understand the current and past performance of an organisation, and forecast its future strategies. Reports provide external information like competitor analysis, market trends and consumer behavior, which help analyze the market.	3
OR		
24	Define work target and output. Write down procedure of handling Cutlery, Crockery and Glassware.	3
25	Define all three (a) F&B director or manager	3

- (b) Captain
(c) Waiter
- 26 Professional and hygienic appearance and Personality traits 3
The presentation and behaviour of service staff in an establishment reflects the quality of the establishment itself. No matter how tasty the food and how attractive the ambience is, poorly trained
- 27 Details about sustainable tourism 3
- 28 Definition of any tourist destination 5
OR
Definition and types of tourism.
- 29 Explain the history of Catering. 5
OR
Explain:-
Commercial catering
Welfare catering
Transport catering
Industrial catering
Institutional catering
Academic institutes
(schools and colleges)
Professional institutes
- 30 Define both type of menu. 5
OR
Explain various methods of carrying a food tray.

