
HOSPITALITY MANAGEMENT

(Two hours)

Answers to this Paper must be written on the paper provided separately.

*You will **not** be allowed to write during the first 15 minutes.*

This time is to be spent in reading the question paper.

The time given at the head of this Paper is the time allowed for writing the answers.

*Attempt **all** questions from Section A and any four questions from Section B.*

The intended marks for questions or parts of questions are given in brackets [].

SECTION A (40 Marks)

*Attempt **all** questions from this Section*

Question 1

- (a) State four A's of Tourism (Components of Tourism). [2]
- (b) Give two examples of types of tourism. [2]
- (c) Give two examples of types of hotels. [2]
- (d) What is the abbreviation FSSAI? [2]
- (e) What is the abbreviation HACCP? [2]

Question 2

- (a) Give two main attributes of F&B personnel. [2]
- (b) Give two examples of napkin folds. [2]
- (c) What are a few common phrases used in Operational areas? [2]
- (d) Identify four operational departments in Hotels. [2]
- (e) Identify four basic cutlery used in the Food and Beverage service. [2]

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