

Version No.			

ROLL NUMBER						



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Answer Sheet No. _____

Sign. of Candidate _____

Sign. of Invigilator _____

Introduction to Hotel Management SSC–II

SECTION – A (Marks 06)

Time allowed: 10 Minutes

Section – A is compulsory. All parts of this section are to be answered on this page and handed over to the Centre Superintendent. Deleting/overwriting is not allowed. **Do not use lead pencil.**

Q.1 Fill the relevant bubble for each part. All parts carry one mark.

- 1) What is the primary responsibility of the housekeeping department in a hotel?
 - (a) Managing restaurant operations
 - (b) Repairing and maintaining hotel infrastructure
 - (c) Providing concierge services
 - (d) Cleaning and maintaining guest rooms and public areas

- 2) When is the typical check-in time for guests at most of the hotels?

(a) 10:00 AM	<input type="radio"/>	(c) 7:00 PM	<input type="radio"/>
(b) 3:00 PM	<input type="radio"/>	(d) 12:00 midnight	<input type="radio"/>

- 3) What does the term "à la carte" mean in a restaurant setting?
 - (a) A set menu with limited options
 - (b) A buffet-style dining experience
 - (c) Ordering individual dishes from a menu
 - (d) Pre-paid meals for guests

- 4) What is entrepreneurship primarily about?
 - (a) Providing support services in a hotel
 - (b) Managing restaurant operations
 - (c) Starting and operating a business
 - (d) Culinary excellence

5) What is the role of a sommelier in a restaurant?

- (a) Food preparation
- (b) Wine selection and service
- (c) Greeting guests
- (d) Table setting

6) What is a complimentary upgrade in the context of hotel accommodation?

- (a) An extra charge for a room upgrade
- (b) A room upgrade is provided at no extra cost to the guest
- (c) An upgrade for which the guest must pay
- (d) A downgrade of the room



Federal Board SSC-II Examination
Introduction to Hotel Management
Model Question Paper

Time allowed: 2.00 hours

Total Marks: 24

Note: Answer any seven parts from Section 'B' and attempt any two questions from Section 'C' on the separately provided answer book. Write your answers neatly and legibly.

SECTION – B (Marks 14)

Q.2 Attempt any **SEVEN** parts from the following. All parts carry equal marks. Be brief and to the point. **(7 x 2 = 14)**

- i. What is the first impression a hotel guest often gets upon arrival, and why is it important?
- ii. Describe the key responsibilities of the front desk staff when checking in a guest.
- iii. In a hotel, what does "housekeeping" refer to, and why is it essential for guest satisfaction?
- iv. What qualities or skills are essential for a successful entrepreneur in the hospitality industry?
- v. Name three support services commonly found in a hotel, and briefly explain their roles.
- vi. Explain the concept of "room service" in the context of accommodation operations.
- vii. What is meant by "à la carte" dining, and how does it differ from a buffet-style meal?
- viii. How does a hotel's menu planning impact the overall dining experience of guests?
- ix. What is the role of a sommelier, and why is expertise valuable in a restaurant?
- x. Describe the significance of teamwork in the food and beverage service industry.

SECTION – C (Marks 10)

Note: Attempt any **TWO** questions. All questions carry equal marks. **(2 x 5 = 10)**

- Q.3** Describe the main functions of a hotel's support services department. How do these functions contribute to the efficient operation of the hotel?
- Q.4** What are the fundamental principles of entrepreneurship, and how do they apply to the hospitality sector? Provide examples of successful entrepreneurial ventures in hospitality.
- Q.5** In the context of food and beverage services, explain the importance of menu planning. What factors should be considered when designing a menu to meet customer preferences and dietary requirements?