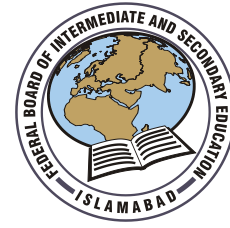


Version No.			

ROLL NUMBER						



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6	6	6	6	6	6	6
7	7	7	7	7	7	7
8	8	8	8	8	8	8
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Answer Sheet No. \_\_\_\_\_

Sign. of Candidate \_\_\_\_\_

Sign. of Invigilator \_\_\_\_\_

## Introduction to Hotel Management SSC-I

### 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 focus of the hospitality industry?
 

(a) Manufacturing goods <input type="radio"/>	(c) Agriculture <input type="radio"/>
(b) Providing services <input type="radio"/>	(d) Retail sales <input type="radio"/>
  
- 2) What does "yield management" refer to in hotel management?
 

(a) Managing garden landscapes <input type="radio"/>
(b) Managing hotel room rates and availability <input type="radio"/>
(c) Managing food and beverage services <input type="radio"/>
(d) Managing guest check-out procedures <input type="radio"/>
  
- 3) What is the main responsibility of the front office in a hotel?
 

(a) Preparing gourmet meals <input type="radio"/>
(b) Handling guest check-ins, check-outs, and reservations <input type="radio"/>
(c) Maintaining the hotel's gardens <input type="radio"/>
(d) Managing room service orders <input type="radio"/>
  
- 4) What does the term "à la carte" mean in food and beverage services?
 

(a) A type of dessert <input type="radio"/>
(b) A menu with fixed prices <input type="radio"/>
(c) A menu with individual item prices <input type="radio"/>
(d) A type of alcoholic beverage <input type="radio"/>

5) What is the purpose of blanching in culinary arts?

- (a) To add flavor to dishes
- (b) To preserve food items
- (c) To briefly cook and then cool food
- (d) To deep-fry vegetables

6) What does the term "mise en place" mean in culinary arts?

- (a) A type of French pastry
- (b) The practice of preparing and organizing ingredients before cooking
- (c) A specific cooking technique
- (d) A type of dining etiquette



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

Time allowed: 2.00 hours

Total Marks: 24

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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.

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**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 are the key elements of hospitality in the service industry?
- ii. Explain the importance of customer service in the hospitality field.
- iii. Define hotel management and list three key responsibilities of hotel managers.
- iv. Describe the role of the front office in a hotel.
- v. What skills are essential for a front office staff member?
- vi. Differentiate between a la carte and buffet dining in food and beverage services.
- vii. Why is menu planning important in food and beverage services?
- viii. What is mise en place, and why is it crucial in culinary arts?
- ix. Name three common knife cuts used in food preparation.
- x. How does effective inventory management benefit a hospitality establishment?

**SECTION – C (Marks 10)**

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

- Q.3** Discuss the challenges and strategies associated with managing a food and beverage service operation, including aspects like menu planning, staff training, and customer satisfaction.
- Q.4** Explain the importance of effective inventory management in a hospitality establishment. Provide examples of how poor inventory control can impact a business.
- Q.5** Describe the role of information and communication technology (ICT) in the hospitality industry. How can social media platforms be leveraged to promote and manage a hotel or restaurant effectively?