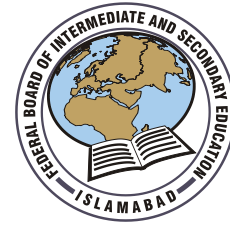


Version No.			

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Answer Sheet No. _____

Sign. of Candidate _____

Sign. of Invigilator _____

Working Principles of Hotel 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 goal of Customer Services in the hospitality industry?
 - (a) Maximizing profits
 - (b) Ensuring guest satisfaction
 - (c) Minimizing operational costs
 - (d) Marketing the hotel's services

- 2) In the context of Reservation System Management, what does the term "no-show" refer to?
 - (a) Guests who arrive without a reservation
 - (b) Guests who cancel their reservation in advance
 - (c) Guests who make a reservation but do not arrive as scheduled
 - (d) Guests who book multiple reservations

- 3) What is the key role of Event Management in the hospitality industry?
 - (a) Managing hotel finances
 - (b) Overseeing housekeeping operations
 - (c) Planning and executing special events and functions
 - (d) Conducting market research

- 4) When it comes to developing hospitality teams, what is the significance of effective leadership?
- (a) It helps in reducing costs
 - (b) It ensures that team members work independently
 - (c) It enhances team performance and cohesion
 - (d) It minimizes the need for team training
- 5) Tourism and Hospitality often go hand in hand. What is the main focus of the tourism industry?
- (a) Providing accommodation services
 - (b) Promoting local cuisine
 - (c) Attracting and serving tourists
 - (d) Hosting international conferences
- 6) Recreational Services in the hospitality industry typically involve:
- (a) Managing room reservations
 - (b) Offering leisure activities and amenities for guests
 - (c) Handling customer complaints
 - (d) Conducting staff training sessions



Federal Board SSC-II Examination
Working Principles of Hotel
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 does excellent Customer Service entail in the hospitality industry?
- ii. How can a hotel manage and address customer complaints effectively?
- iii. Explain the importance of a Reservation System in a hotel.
- iv. What are the key responsibilities of a hotel's Reservation Department?
- v. Discuss the role of Event Managers in planning and executing successful events.
- vi. How does effective teamwork contribute to the success of a hospitality establishment?
- vii. What strategies can be formulated to develop and motivate hospitality teams?
- viii. Discuss the significance of Tourism in the context of the hospitality industry.
- ix. Name any two popular tourist destinations in your country and explain why they attract visitors.
- x. In Recreational Services, what types of leisure activities can a hotel offer to its guests?

SECTION – C (Marks 10)

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

- Q.3** Describe the steps a hotel staff member should take when handling a customer complaint, from the moment it's raised to its resolution.
- Q.4** Explain the advantages of using an online reservation system in a hotel and how it benefits both customers and the hotel management.
- Q.5** Suppose you are tasked with organizing a small event at your school. Outline the key steps you would take to plan and execute the event successfully.