

Class 12 Home Science Paper 2025 Solved

SECTION A (1 Mark)

(Multiple Choice Questions)

1. Which of the following options is most suitable for a career in the field of clinical nutrition? 1

- (A) Quality control manager
- (B) Specialist in HACCP
- (C) Diet consultant**
- (D) Sensory evaluator

2. Select the traditional handicraft of Odisha. 1

- (A) Channapatna dolls
- (B) Shola craft**
- (C) Bamboo craft
- (D) Warli painting

3. Identify the Danger Zone temperature range at which bacteria grow on foodstuffs. 1

- (A) 5 – 60°C**
- (B) 5 – 60°F
- (C) 15 – 100°C
- (D) 15 – 100°F

4. Where was the Sustainable Access in Rural India (SARI) project started? 1

- (A) Assam
- (B) Gujarat
- (C) Tamil Nadu**
- (D) Haryana

5. (a) Annapurna scheme is under which nutrition programme operating in India? 1

- (A) Nutrient Deficiency Control Programmes
- (B) Food Supplementation Programmes
- (C) ICDS
- (D) Food Security Programmes**

OR

(b) Which nutrient deficiency is targeted by National Prophylaxis Programme for Prevention of Blindness?

- (A) Vitamin A**

- (B) Iron
- (C) Iodine
- (D) Protein

6. In the interest of consumers, 'Consumer Voice' magazine is a publication of which country? 1

- (A) Australia
- (B) India**
- (C) United States of America
- (D) Nepal

7. Section 48 of which of the following Acts states that creches should be maintained if more than thirty women are employed in an industry or factory? 1

- (A) The Plantations Labour Act
- (B) The Maternity Benefit Act
- (C) The Factories Act**
- (D) The Mines Act

8. Choose the correct pair of food hazards with its example: 1

- (A) Visible biological hazard: Bacteria
- (B) Invisible microbiological hazard: Worms
- (C) Chemical hazard: Bone fragments
- (D) Physical hazard: Hair**

9. All India Institutes of Medical Sciences provide which level of health care services in India? 1

- (A) Primary
- (B) Tertiary**
- (C) Secondary
- (D) Intermediary

10. Which method of washing is used in a front-loading washing machine for clothes? 1

- (A) Tumbling**
- (B) Agitation
- (C) Spinning
- (D) Pulsation

11. Match the organisation of food safety and quality given in List I with its description in List II. 1

| List-I (Organisation) | List-II (Description) |
|----------------------------------|---|
| i. CAC | 1. Worldwide non-governmental federation |
| ii. ISO | 2. Publishes 'Food Code' document |
| iii. WTO | 3. Voluntary Product Certification of India |
| iv. BIS | 4. Established in 1995 for administering trade agreements in the world |

Choose the correct option from the following :

- (A) i – 4, ii – 3, iii – 2, iv – 1
- (B) i – 3, ii – 4, iii – 1, iv – 2
- (C) i – 2, ii – 1, iii – 4, iv – 3
- (D) i – 3, ii – 2, iii – 4, iv – 1

12. Match the Method of Development Communication given in List I with its example in List II. 1

| List-I (Method of Development Communication) | List-II (Example) |
|---|--|
| i. Campaign | 1. Tele-centre |
| ii. Community radio | 2. Hindustan Times – Project Village Chhatera |
| iii. Information and Communication Technology | 3. Jago Grahak Jago |
| iv. Print media | 4. Banasthali Vidyapith |

Choose the correct option from the following :

- (A) i – 4, ii – 3, iii – 2, iv – 1
- (B) i – 3, ii – 1, iii – 4, iv – 2
- (C) i – 2, ii – 3, iii – 1, iv – 4
- (D) i – 3, ii – 4, iii – 1, iv – 2

13. Identify the desirable qualities in a caretaker working in an Anganwadi. 1

- (i) Interest in children and their development**
- (ii) Unwilling to answer children's queries**
- (iii) Inability to understand individual differences**
- (iv) Enthusiastic and energetic**

Choose the correct option from the following :

- (A) (i) and (iv)**
- (B) (ii) and (iii)**
- (C) (i) and (iii)**
- (D) (ii) and (iv)**

14. (a) Which processes are used in minimally processed foods to retain the quality of fresh foods? 1

(i) Shelling

(ii) Storage at low refrigeration temperature

(iii) Hydrogenation

(iv) Baking at high temperatures

Choose the correct option from the following :

(A) (i) and (iii)

(B) (i) and (ii)

(C) (iii) and (iv)

(D) (ii) and (iii)

OR

(b) Which factors have increased the demand for readymade foods in India?

(i) Deficit in agriculture

(ii) To decrease the nutritive value of diet

(iii) Catering to the needs of working women

(iv) Changes in lifestyle

Choose the correct option from the following :

(A) (i) and (ii)

(B) (ii) and (iii)

(C) (iii) and (iv)

(D) (i) and (iv)

SECTION B

(Case Study-Based Questions)

Read the passage carefully and answer the questions no. 15 to 18.

Many families in our country are unable to meet even the basic needs of their members and/or access as well as utilise the various services provided by other structures of the society due to various reasons, one of them being lack of resources, especially financial. Further, many children, youth, and elderly are separated from their families and are left to cope on their own. By themselves, they find it difficult to meet their own needs.

15. In the context of institutes/programmes for vulnerable groups, choose the correct pair:
1

(A) CARA: Organising rallies

(B) Promotion of Adventure: Child Rights Convention

(C) Observation Home: A kind of home for Children

(D) Promotion of National Integration: Family-based care

16. Match the initiatives for children, youth, and elderly given in List-I with their related years in List-II: 1

| List-I (Initiative) | List-II (Year) |
|---|---------------------------|
| i. SOS Children's Villages | 1. 2000, 2015 |
| ii. National Youth Policy | 2. 1999 |
| iii. National Policy for Older Persons | 3. 2003, 2014 |
| iv. Juvenile Justice (Care And Protection of Children) Act | 4. 1964 |

Choose the correct option from the following :

- (A) i – 4, ii – 3, iii – 2, iv – 1
(B) i – 3, ii – 4, iii – 1, iv – 2
(C) i – 2, ii – 1, iii – 4, iv – 3
(D) i – 3, ii – 1, iii – 2, iv – 4

17. Given below are two statements labelled as Assertion (A) and Reason (R). 1

Assertion (A): Within the broad category 'Youth', there are some groups who are especially vulnerable.

Reason (R): Rural and tribal youth are vulnerable groups.

Select the most appropriate answer from the options given below :

- (A) Both (A) and (R) are true, and (R) is the correct explanation of (A).
- (B) Both (A) and (R) are true, but (R) is not the correct explanation of (A).
- (C) (A) is true, but (R) is false.
- (D) (A) is false, but (R) is true.

18. Given below are two statements labelled as Assertion (A) and Reason (R). 1

Assertion (A): It is necessary to provide for the economic and health needs of the elderly to create a conducive social milieu.

Reason (R): In India, Senior Citizens constitute persons in the age group of 50 years and above.

Select the most appropriate answer from the options given below :

- (A) Both (A) and (R) are true, and (R) is the correct explanation of (A).
- (B) Both (A) and (R) are true, but (R) is not the correct explanation of (A).
- (C) (A) is true, but (R) is false.
- (D) (A) is false, but (R) is true.

SECTION C (2 Marks)

(Short Answer Questions)

19. (a) 'Poshan Abhiyaan monitors and reviews the implementation of strategies to address the nutritional problems.' Justify this statement by giving any two short-term interventions. 2

Ans: Short-term interventions of Poshan Abhiyaan-

- 1. Integrated Child Development Services (ICDS) to cover all vulnerable children in the age group of 0-6 years and all pregnant and lactating mothers
- 2. Fortification of essential foods (salt fortified with iodine)
- 3. Production and popularisation of low-cost nutritious foods
- 4. Control of micronutrient deficiencies among vulnerable groups, namely deficiencies of iron, vitamin A, folic acid, and iodine by supplementing these nutrients, distributing free tablets, etc. (Any other, Any two)

OR

(b) A doctor has diagnosed a fall in haemoglobin levels of an adolescent girl. Which nutritional deficiency disorder does it indicate? List any two other symptoms that may be seen in her in this disorder.

Ans: Nutritional deficiency disorder- Iron Deficiency Anemia / IDA / Anemia

Symptoms-

- 1. Shortness of breath/breathlessness
 - 2. Fatigue
 - 3. Lethargy
 - 4. General pallor
 - 5. Paleness of conjunctiva of eyes/tongue/nail beds / soft palate
 - 6. Cognitive functions (attention span/memory/concentration) are adversely affected
- (Any two)

20. A few children of a village have become victims of a natural calamity and are without a home. Besides these, which other four types of vulnerable children need care and protection?

Ans: Vulnerable children who need care and protection -

- 1. Abandoned children
- 2. Street children
- 3. Runaway children
- 4. Missing children
- 5. Abused or neglected by the guardian
- 6. Mentally or physically challenged / Children with special needs
- 7. Children suffering from terminal illness / incurable disease
- 8. Physically or sexually abused children

- 9. Children who are tortured or exploited, or engaged in illegal acts
- 10. Victims of drug abuse
- 11. Trafficked children
- 12. Victims of armed conflict, civil commotion
- 13. Orphan children
- 14. Children rescued from red light areas
- 15. Child labourers
- 16. Children of prisoners (Any other, Any four)

21. What is meant by food fortification? Give its two examples. 2

Ans: Food fortification-

It is an industrial process of adding the essential nutrient/s that are lacking in the foodstuffs or condiments to ensure that minimum dietary requirements are met. (Any other_

Examples-

- 1. Iodised salt / Salt double fortified with Iodine and Iron
- 2. Folic acid added to flour
- 3. Vitamin A and D added to milk
- 4. Vitamin A and D added to oils/fats
- 5. Iron, Vitamin B12, and Folic Acid added to wheat/rice (Any other, Any two)

22. By using different types of lines in various combinations on fabrics, name four basic groups of shapes which can be formed. 2

Ans: Four basic groups of shapes-

- 1. Natural shapes
- 2. Stylised shapes
- 3. Geometric shapes
- 4. Abstract shapes

23. How is ironing different from hot pressing of clothes? Give any two differences. 2

Ans:

| Ironing | Hot Pressing |
|---|---|
| It is the process of smoothing out wrinkles created with use or during washing. | It is a process that helps to put creases in sleeves, trousers, pleated skirts, curtains, etc., with heat and pressure. |
| It is done in light clothes. | It is done on both light and heavy clothes. |
| It is done by a back-and-forth motion. | It applies a downward pressure by lifting up-and-down motion. |

24. A student is curious to learn about the major developments in food processing and technology that occurred before the 20th century. In this context, name two researchers who made a significant contribution in those times. Also, name the process developed by each one of them. 2

Ans:

| Researcher | Process Developed |
|----------------|-------------------|
| Nicolas Appert | Canning |
| Louis Pasteur | Pasteurization |

25. (a) Differentiate between underweight and wasting. 2

Ans:

- Underweight: A person is said to be underweight when his / her body weight is less than adequate for his / her age.
- Wasting: When weight is not adequate relative to height, it is termed wasting.

OR

(b) Write the full form of PEM and describe it briefly.

Ans: Full form of PEM- Protein Energy Malnutrition

Description of PEM-

- 1. Caused by inadequate food intake vis-à-vis the requirements, i.e., insufficient intake of the macronutrients (energy and protein) / poverty/infections / chronic illnesses
- 2. Types- Marasmus, Kwashiorkor
- 3. Severe undernutrition due to deficiency of food and energy is termed as Marasmus, and that caused by protein deficiency is termed as Kwashiorkor
- 4. Symptoms - Underweight, Wasting, Stunting
- 5. Children are at greatest risk, but it can occur in adults, especially the elderly, and in some diseases, e.g., TB, AIDS, etc.
- 6. It is assessed by evaluating the anthropometric measurements (weight, height, head-chest circumference, etc.)
- 7. Treatment - through balanced nutrition (Any other, Any one)

(3 Mark Questions)

26. (a) Sumera lived in a remote village and was never sent to school. Now her parents want to admit her in a residential school. Suggest the name of the scheme by the Government of India meant for such girls. Explain any two other features of this scheme. 3

Ans: Name of the scheme- Kasturba Gandhi Balika Vidyalaya / KGBV

Features-

- 1. Scheme of Government of India under Sarva Shiksha Abhiyaan (SSA), now Samagra Shiksha
- 2. Provide free school education to drop-out girls from rural and disadvantaged sections of society
- 3. Enrolls girls in class VI (upper primary) and is till class XII (Senior Secondary)
- 4. All the girls study the Bridge Course to prepare them for the entry level
- 5. Schools have been opened in the backward blocks of each district
- 6. Helps implement the 'Right to Education Act' (RTE), Government of India
- 7. Aims to enhance literacy rate, empower girls, bridge the gender gap, and provide quality and equity in education (Any other, Any two)

OR

(b) Jacob wants to set up a suitable workplace for his employees in his own manufacturing company. Advise him to use ergonomics in designing workplaces by giving the definition of ergonomics and its two benefits.

Ans: Definition-

- 1. Human Factors Engineering
- 2. Adjustment of Human and Machine
- 3. Involves the application of human biological sciences combined with engineering science to achieve optimum mutual adjustment of human work, with the benefit being measured in terms of human efficiency and well-being
- 4. Study of humans at work, to understand the complex interrelationships of people with their job requirements, methods of working, tools/equipment used, and the environment
- 5. Derived from two Greek words — 'ergon' (work) and 'nomics' (natural laws)
- 6. Study of work with the primary goal being to adapt the work environment to the worker (Any other, Any one)

Benefits of Ergonomics-

- 1. Reduces the risk of injury and accidents
- 2. Increases productivity
- 3. Reduces mistakes and the need to do the work again
- 4. Increases efficiency
- 5. Decreases absenteeism due to ill health/accidents/stress
- 6. Improves the morale of workers
- 7. Increases job satisfaction through comfortable working conditions (Any two)

27. Provide six reasons how a pre-school environment is beneficial for young children's development. 3

Ans: Pre-school environment is beneficial due to the following reasons-

- 1. Child-centered approach
- 2. The play way method, which makes learning enjoyable
- 3. Children enjoy the company of others/socialization with peers
- 4. Facilitates quick learning due to peers and / stimulating environment
- 5. Makes children independent and do their work on their own, like eating on their own
- 6. Beneficial for children who live in difficult circumstances or who need additional support for learning / Children with special needs (CWSN)
- 7. Enhances the child's exploration to other adults and other environments and materials / enhances creativity and curiosity
- 8. Prepares children for formal schooling
- 9. Provides a good learning environment
- 10. Facilitates sharing, cooperation, and empathy
- 11. Develops self-confidence and self-awareness
- 12. Develops communication skills/language skills
- 13. Helps to manage emotions
- 14. Aids in the holistic development of the child
- 15. Improves concentration, memory, and attention span
- 16. Assists in the growth and development of children outside the home
- 17. Teaches self-care, healthy habits, and disciplined routine (Any other, Any six)

28. (a) Why is it important for DCJ professionals to be well-versed in computer skills?

(b) In which two areas can a Development Journalist work?

(c) Name the umbrella term that includes computer hardware and software, digital broadcast, etc.

Ans: (a) DCJ professionals should be well-versed in computer skills to –

- 1. Write and present technical reports and documents / prepare presentations /analyse data, etc.
- 2. Operate the video production station or radio station and related suitable software
- 3. Design graphics
- 4. Edit using multimedia
- 5. Write emails or creative briefs for effective communication
- 6. Use Microsoft Office / Google / AI applications
- 7. Increase work efficiency
- 8. Use social media platforms to create an impact on the masses
- 9. saves time/resources (Any other, Any one)

(b) Areas in which a Development Journalist can work -

- 1. Traditional Media - Print / TV / Radio, etc.
- 2. Community Media - Radio jockey / Anchor, etc.

- 3. Digital Media - Online news / Blog writing / Social media / Podcast, etc.
- 4. Teaching / Academics / Training
- 5. Research
- 6. International agencies / Government agencies / NGOs
- 7. Freelancing / Consultancy
- 8. Government / Corporate sector (Any other, Any two)

(c) Information and Communication Technologies / ICT

29. (a) Enlist six features of Hospital laundry. 3

Ans: Features of Hospital laundry-

- 1. Takes care of hygiene, cleanliness, and disinfection/sterilization
- 2. Most of the articles are of cotton, but only the blankets are woollen
- 3. Articles are dyed (in colours specific to the hospital and department) with dyes that have excellent wash-fastness
- 4. Stubborn stains may not be taken notice of
- 5. Finishing, like starching and whitening, is not included
- 6. Ironing and pressing may not be done to perfection
- 7. Repair, mending, and condemnation of unusable material may or may not form a part of the services required
- 8. Some hospitals have started using disposables where there is a threat of infection, which are then destroyed by burning
- 9. Large amount of work
- 10. Eco-friendly detergents may be used
- 11. High-capacity washers and hydroextractors are used (Any other, Any six)

OR

(b) Mention six work operations that are performed by an automatic washing machine.

Ans: Six work operations that are performed by the automatic washing machine-

1. Filling up water
2. Water Level Control
3. Regulation of the Temperature of Water
4. Washing
5. Rinsing
6. Water Extraction

SECTION D

(Long Answer Questions)

30. (a) Which type of diet should be given to a person who has dentures? Give any two examples of this diet.

(b) Describe any two ways of feeding a patient. 2+2=4

Ans: (a) Type of diet- Mechanical soft diet

Examples-

- 1. Mashed fruits/vegetables
- 2. Pureed fruits/vegetables
- 3. Peeled and Grated fruits/vegetables
- 4. Boiled / Stewed fruits/vegetables
- 5. Well-cooked dal/rice/khichri / dalia
- 6. Smoothies / Curd / Custard / Pudding / Kheer
- 7. Boiled / Scrambled eggs / Tender meat / Minced meat (Any other, Any two)

(b) Ways of feeding a patient -

- 1. Oral feeding / Feeding by mouth is the best / most preferred way
 - ii. Nutritionally adequate
- 2. Tube feeding -
 - i. Introduced through the nose or stomach, etc.
 - ii. Preferred as long as the gastrointestinal tract is functional
 - iii. Can be given when the person can digest and absorb
- 3. Intravenous feeding -
 - i. Patient is nourished with special solutions, given through a drip in a vein
 - ii. Can be used to provide nutrition to unconscious patients (Any two ways)

31. Your grandmother has purchased apples from a street vendor, who cheated her by weighing less.

(a) By which four ways can a fruit and vegetable vendor deceive his customers using defective weights and measures?

(b) As an alert consumer, what are her two responsibilities in this context? 2+2=4

Ans: (a) Fruits and vegetable vendors can deceive customers by

- 1. not using standardized weights/weights and measures with seal/weights with genuine verification stamp
- 2. Using weights that are hollow from below / tempering with weights
- 3. Using stones for weighing instead of standard weights
- 4. Not mentioning the correct weight on packaged fruits and vegetables
- 5. Sticking a magnet on the bottom of the pan of the weighing scale
- 6. Using the weighing scale where the pointer is not in the centre or is missing
- 7. using defective and unverified electronic weighing machines/beam scales /platform scales / non-calibrated weighing machines
- 8. Putting additional rings on one side of the manual weighing balance
- 9. weighing machine kept on the uneven / slant surface (Any other, Any four)

(b) Responsibilities of the consumer-

- 1. Should purchase good quality products, weighed by a verified scale.
- 2. Be vigilant and watch carefully how the vendors are weighing goods
- 3. If vendors are using defective weights and measures, tell them not to do so
- 4. If vendors do not listen, inform others not to purchase from them / restrict their entry in the area
- 5. Take vendors' photos or videos and report to the concerned authorities
- 6. Insist on digital/electronic weighing scales rather than manual ones
- 7. Insist on weighing prepackaged goods
- 8. Participate in consumer forums
- 9. Be aware of the National Consumer Helpline
- 10. Be aware of the latest consumer laws and consumer rights (Any other, Any two)

32. (a) (i) “Food safety challenges have changed globally as well as in India, and Food Quality and Food Safety have gained tremendous importance”. In this context, highlight two significant reasons for the importance of Food Quality and Safety.

(ii) Identify two common foodborne pathogens that can spread infection in healthy individuals. 2+2=4

Ans: (i) Reasons for the importance of Food Quality and Safety-

- 1. Protection from foodborne microbial illnesses
- 2. Changing lifestyles, diverse eating habits, and a large population increase the risks of food contamination
- 3. Increasing demand for processed and packaged foods requires strict safety measures
- 4. Quality concerns arise for pre-packaged spices, condiments, various types of spice powder, and mixes due to increased demand
- 5. Complex logistics in bulk food transportation increase the risk of contamination
- 6. Rising food-borne diseases and emerging pathogens demand better safety protocols
- 7. India's participation in the World Trade Organisation (WTO) has increased the need for effective food standards in international trade
- 8. Environmental pollution/pesticides increase the risk of food contamination
- 9. Ingredients/Additives in processed foods require a thorough safety analysis
- 10. Growing consumer demand for safe, wholesome, nutritious foods drives quality control efforts (Any other, Any two)

(ii) Common food-borne pathogens that can spread infection-

- 1. Salmonella
- 2. Staphylococcus aureus
- 3. Escherichia coli (E. coli)
- 4. Norovirus
- 5. Rotavirus
- 6. Hepatitis A, E (Any other, Any two)

OR

(b) (i) What is the full name of the comprehensive law that consolidated various old food laws in India? When was it enacted?

(ii) A food manufacturing company is establishing a Food Safety Management System. Describe two systems the company can use to ensure food safety and quality.

Ans: (i) Name of the comprehensive law that consolidated various old food laws in India- Food Safety and Standards Act / FSSA.

Enacted in- 2006

(ii) Systems for ensuring food safety and quality-

- 1. Good Manufacturing Practices (GMP) –
 - i. Part of quality assurance to ensure products are safe
 - ii. Enables to minimization or elimination of contamination and false labelling
 - iii. Helps to refine compliance and performance by manufacturers/producers
 - iv. Ensures that manufacturers/processors take proactive steps to make products safe
 - v. Good business tool for food operations
- 2. Good Handling Practices (GHP) -
 - i. A comprehensive approach from the farm to the store/consumer
 - ii. Identifies potential sources of risk
 - iii. Indicates steps and procedures to tak to minimize the risk of contamination
 - iv. Ensures that all persons who handle food have good hygiene practices
 - v. Reduces the risk of cross-contamination during food handling
- 3. Hazard Analysis Critical Control Points (HACCP) -
 - i. It is a preventive approach to ensure food safety
 - ii. Identifies critical control points in the production process to prevent, eliminate or reduce food safety hazards
 - iii. Assesses the chances of occurrence of hazards during each step/stage in the food chain – raw material procurement, manufacturing, distribution, usage of food products, and defining measures for hazard control
 - iv. Ensures good quality end product
 - v. Utilises resources efficiently and in a cost-effective manner
 - vi. Important for consumer protection and international food trade (Any two systems with any one point of description for each)

33. (a) A fashion design team has been tasked with creating a new apparel collection inspired by the Golden Mean. Describe any three ways how they would integrate the principles of proportion into their design process, with a focus on Golden Mean.

(b) They have been asked to use colour value 0 and 10 from a Grey Scale. What do these equivalent values represent? 3+1=4

Ans: (a) Ways of integrating proportion in the dress-

- 1. Garment Proportion-
 - i. Proportion of golden mean which is represented by ratios like 3:5:8, 5:8:13, and so on.
 - ii. In a skirt and blouse, the blouse should represent 3 parts, and the skirt should represent 5 parts, and the combined effect represents 8.
 - iii. In a shirt-pant, the shirt should represent 5 parts, and pant should represent 8 parts and the combined effect represents 13.
- 2. Proportion of Colour-
 - i. By using the golden mean, different colours can be used to create a proportion of colour in apparel.
 - ii. Different colour proportions can be created for the saree and blouse/shirt, and pant/skirt and blouse, etc.
- 3. Proportion of Texture-
 - i. This is achieved when different textures of the material used to make the garment increase or decrease the size of the person wearing the garment.
 - ii. Heavy and bulky textures should be avoided for a thin and short person.
 - iii. Clinging textures should be avoided for a stout person.
- 4. Proportion of Shape and Form-
 - i. The size and positioning of motifs or prints in a dress are in proportion to the size of the wearer.
 - ii. A small child's dress should have small prints, whereas an adult's dress may have big prints.
 - iii. A high waist bodice used in maternity clothes camouflages the fullness of the abdomen.
 - iv. Equal divisions make a person look shorter and wider, whereas unequal horizontal divisions make a person look slimmer. (Any three ways)

(b) When using the Grey Scale, the values 0 and 10 represent-

- Value 0- Black
- Value 10- White

34. (a) Kartik's family has reserved a 3-night stay at a resort for their vacation. As the Front Office Manager, list down the actions to be taken during each stage of 'Guest cycle' to ensure good hospitality services for Kartik's family. Which two staff members/personnel would assist the Front Office Manager in this work? 4+1=5

Ans: Actions to be taken during each stage of 'Guest cycle'-

- 1. Pre-arrival Stage-
 - i. Quoting room rates to guests
 - ii. Checking room availability

- iii. Reserving a room
- iv. Providing information regarding the resort
- 2 . Arrival Stage-
 - i. Registering guests on arrival/check-in
 - ii. Welcoming guests
 - iii. Allocating rooms and handing over keys
 - iv. Maintaining a record of check-in
 - v. Handling luggage / providing porter services
- 3. Occupancy -
 - i. Providing various services as per the guest's requirements
 - ii. Ensuring the security of the guest
 - iii. Coordination of various guest services
 - iv. Ensuring guest satisfaction and retaining customer loyalty
- 4. Departure -
 - i. Check out of the resort
 - ii. Clearance of the bill
 - iii. Handing over the resort room key
 - iv. Handling baggage
 - v. Maintaining an up-to-date record of the room occupancy
 - vi. Maintaining guest history
 - vii. Taking feedback from the guest (Four stages with any one action for each)

Staff members/personnel who would assist the Front Office Manager-

- 1. Front Office Supervisor
- 2. Front Office Cashier
- 3. Telephone Operator / Information Assistant
- 4. Assistant Manager- Front Office
- 5. Lobby Manager
- 6. Receptionist (Front Office Agent)
- 7. Bell Captain
- 8. Bellboy
- 9. Doorman (Any other, Any two)

OR

(b) 'Fresh Cake and Cafe', a new bakery and coffee shop is opened in your city. Its Food and Beverage Department has the responsibility for the sale of food and beverages. Name any two service departments related to it. Describe four functions/roles of any one of these service departments. 1+4=5

Ans: Various service departments-

- 1. Kitchen
- 2. Restaurant
- 3. Kitchen Stewarding
- 4. Coffee shop
- 5. Online order / Takeaway (Any other, Any two)

Functions of these service departments-

- 1. Kitchen-
 - i. Place where food is prepared
 - ii. The kitchen may be divided into various sections for food preparations, such as bakery and confectionery, hot beverages, etc.
 - iii. Following staff in the kitchen perform different roles:
 - Executive Chef (Chef-de-cuisine) is the head of the kitchen, planning, organising, and controlling the kitchen operations
 - Deputy Chef - Supports Executive Chef
 - Chef de Partie - Supervises some sections of the kitchen
 - Cook - Prepares the common food items
- 2. Restaurant / Coffee shop-
 - i. A commercial facility that provides food and beverages to the customers
 - ii. Equipped with dining tables, chairs, and other required furniture with crockery, cutlery, linen, and décor, varying in quality as suited to the objectives, concept, and standards of the establishment
 - iii. Restaurant personnel coordinate closely with the kitchen for the supply of food orders to guests
 - iv. Standard of cleanliness, hygiene, and service to be maintained
 - v. Staff have to be smiling, courteous to the guest,s and possess good manners and etiquette
 - vi. Staff should have thorough knowledge of the ways of serving the food
 - vi. Following staff in the restaurant perform different roles:
 - Restaurant Manager - Responsible for the overall functioning of the restaurant.
 - Senior Restaurant Supervisor- Supervises the functioning of the restaurant
 - Head Waiter- Lead a team of waiters/stewards who serve the food
 - Assistant Waiter - Clears the table
- 3. Kitchen Stewarding-
 - i. Concerned with the storage, maintenance, cleanliness, and issue of cutlery, crockery, and glassware in the restaurant and kitchen
 - ii. Maintain cleanliness in the kitchen and wash used pots and pans
 - iii. Following staff in the stewarding perform different roles:
 - Executive Kitchen Steward
 - Kitchen Steward

- Dishwasher
- Pot washer
- Utility workers are to clean the kitchen
- **4. Online order / Takeaway-**
 - i. Allows customers to order food and beverages online
 - ii. Allows food and beverages to be delivered to customers' residences/offices, etc.
 - iii. May offer schemes/discounts, etc.
 - Any other, Any four functions/roles of any one service department

35. Blazer jackets, hot pants, polo shirts and baggy pants are displayed in a fashion store for sale.

(a) Classify and differentiate them as per fashion terms used in the fashion industry.

(b) Which three career opportunities will be available to fashion design professionals in this fashion store? Mention any one role for each of them. 2+3=5

Ans: (a) Classification as per fashion terms-

1. Classic / Style

2. Fads

Differentiation-

| Classic / Style | Fads |
|--|--|
| A timeless style that never becomes completely obsolete, but instead remains more or less accepted for an extended period. | Temporary fashions that are short lived and go in a single season. |
| It is characterised by simplicity of design, which keeps it ever-lasting. | They lack the design strength to hold consumer attention for long. |

Any other, Any one difference

(b) Career opportunities available to fashion design professionals-

1. Visual Merchandise Designer-

- i. Designing window / in-store displays
- ii. Arranging store merchandise
- iii. Creating props and accents
- iv. Organising clothing placement
- v. Styling mannequins
- vi. Spearheading marketing campaigns

2. Fashion Designer-

- i. Create designs for clothing and apparel
- ii. Working with popular fashion designers/manufacturers

- iii. Managing own fashion labels
- iv. Fashion forecasting
- v. Fashion stylists

3. Interior Designer-

- i. Combining form with function
- ii. Introducing interior concepts that will increase the beauty, safety, and functionality of a particular space or area
- iii. Create settings of fashion stores (Any other three career opportunities)

BioSmartNotes