

Dr. Babasaheb Ambedkar Open University
Term End Examination February – 2026

Course	: BBAATR	Date	: 26-Feb-2026
Subject Code	: BBAATR-102	Time	: 11:30am to 01:45pm
Subject Name	: English for Hotel & Tourism Industry	Duration	: 02.15 Hours
		Max. Marks	: 70

Section A

Answer the following (Attempt any three) (30)

1. Explain in brief different roles played by the hotel staff in general.
2. You are going to host a non-Gujarati NRI family for high tea. Describe the following items to them: a. Dhokla, b. Khandvi, c. Samosa, d. Jalebi
3. Describe “Masala Dosa” to a guest visiting your restaurant.
4. What are the roles and responsibilities of a receptionist?
5. You are a front office executive at a resort. A caller wants to book your resort for a wedding function. Write the dialogues of the phone call by explaining the facilities at the resort, the items on the menu and the cost.

Section B

Answer the following (Attempt any four) (20)

1. What are the skills needed to handle telephone calls?
2. Which are the components of a good e-mail? – Discuss.
3. Differentiate between enquiry email and reply email.
4. Discuss the importance of proper greeting in any letter.
5. After being closed for renovation, your hotel is planning to open for business by Diwali. Write a letter to a premium guest informing him or her about the date of reopening, the new facilities added to the hotel and include an offer for them to come and stay at the hotel.
6. Which are the important elements of a message? List and discuss.

Section C

Part – A (Multiple Choice Questions)

(10)

1. _____ the guests arriving by Flight?
A Is B Are
C Did D Am
2. _____ is a beautiful peacock.
A It B He
C She D You
3. _____ is the general manager of this branch?
A Who B What
C When D Which
4. How old _____ you?
A Am B Is
C Are D Do

- 5 ___ you understand what I say?
 A Am
 C Are
 B Is
 D Do
- 6 What ___ you do in your free time?
 A Am
 C Are
 B Is
 D Do
- 7 ___ do you want to join this company?
 A Why
 C How many
 B Where
 D What
- 8 _____ is your name?
 A What
 C How
 B Why
 D When
- 9 I am _____ for hurting you.
 A Please
 C Thank you
 B Sorry
 D Excuse me
- 10 Could you _____ speak slowly, I do not understand your language properly.
 A Please
 C Thank you
 B Sorry
 D Excuse me

Part – B (Do as Directed)

State True or False in terms of statement formation.

- 1 Would you like a cookie?
2 Do pets have any you?
3 A million dollars are a lot of money.
4 Neither Anu nor her friends was at the party.
5 The scissors are in the sewing box.
6 Is my trousers ironed?
7 Are you watch a movie tonight?
8 He will resuming the meditation after a year.
9 We did the work themselves.
10 This pen is not mine.
