

Class XI (Humanities)
Subject – Home Science

M.M. 70

Note: All questions are compulsory.

Section - A

- Q1.** Which article of the Constitution of India guarantees equality of opportunity for all citizens in matters related to employment? **(1)**

a) Article 16 (1) b) Article 16 (2) c) Article 26 (1) d) Article 36 (2)

Q2. Knowledge in the area of consumer education and protection can help to develop career in **(1)**

i) Government and non government organisation
 ii) Journalism and Audio visual publicity
 iii) Merchandising and forensic science
 iv) Financial Advisor

a) i and ii b) ii and iii c) ii and iv d) i and iv

Q3. _____ is a brief 10 – 60 second message between program generally in the form of jingles played on radio **(1)**

a) Public Service Announcement
 b) Public System Announcement
 c) Programme Service Announcement
 d) Personal Service Announcement

Q4. Which of the following is not a feature of development communication? **(1)**

a) Aims at giving information and educating the society
 b) Based on the audience characteristics and their environment
 c) Oriented to socio economic development and happiness of the people
 d) Seeks to describe the people at work in now projects.

Q5. Match the following **(1)**

i) RRE	A) Television
ii) SEWA	B) Print Media
iii) Project Village Chattera	C) Campaign
iv) EDUAST	D) ICT

Choose the correct option

a) i – A, ii – B, iii – C, iv – D
 b) i – B, ii – A, iii – C, iv – D
 c) i – C, ii – D, iii – B, iv – D
 d) i – C, ii – A, iii – B, iv – D

Q6. Which of the following parameters not considered while taking anthropometric measurement **(1)**

a) Waist circumference b) Height c) Haemoglobin level d) Weight

Q7. The purity number of twenty two carat gold is **(1)**

a) 760 b) 918 c) 916 d) none of the above

Q8. Landscape management outside the hotel is the work of _____ **(1)**

a) Housekeeping control desk
 b) Guest room brigade
 c) Lost and found section
 d) Horticulture and flower arrangement team

Q9. For which craft is Rajasthan famous for? **(1)**

a) Puppet craft b) Bamboo craft c) Shola craft d) Coconut craft

Q10. Red Ribbon Express Project was implemented by NACO, in cooperation with **(1)**

a) Indian Roadways b) Indian Railways c) Indian Airways d) Indian Waterways

- Q11.** Publishing development related articles and news prominently is called _____ (1)
 a) Development Communication b) Development Journalism
 c) Journalism d) Communication
- Q12.** Full form of SMOI (1)
 a) Silk Management Organization of India
 b) Silk Mark Organization of India
 c) Silk Mark Orientation in India
 d) Silk Manufacturing Orientation in India
- Q13.** Read the following statements – Assertion (A) and Reason (R) (1)
Assertion (A) : Advertisement are not informative and provide limited product information.
Reason (R) : Customers get attracted by enticing sales promotion gimmicks.
 Select the most appropriate answer
 a) Both A and R are true, and R is the correct explanation
 b) Both A and R are true, but R is not the correct explanation
 c) A is true R is false
 d) A is false but R is true
- Q14.** Read the following statements – Assertion (A) and Reason (R) (1)
Assertion (A) : The guest cycle starts before the guest physically steps into a hotel.
Reason (R) : Room reservation and rate fixation takes place in the pre arrival stage.
 Select the most appropriate answer
 a) Both A and R are true, and R is the correct explanation
 b) Both A and R are true, but R is not the correct explanation
 c) A is true R is false
 d) A is false but R is true

Case Based Questions

Read the passage carefully and answer questions 15 to 18.

The Consumer Protection Act is landmark legislation in the interest of the consumer. The main function of this Act is to protect consumer from fraudulent trade practices prevalent in the market place and provide redressal to them for their grievances. Consumers must purchase products with standardization mark to ensure the quality/ purity of the product. It is important for the consumer to about different standard marks and the products covered under them. Standardisation is a prime requisite for attaining quality.

- Q15.** CPA 1986 has been replaced in which year? (1)
 a) 2009 b) 1988 c) 2016 d) 2019
- Q16.** _____ refers to the right to be safeguarded against items, products, processes and services which are hazardous to health or life. (1)
 a) Right to choose b) Right to redressal c) Right to safety d) Right to be heard
- Q17.** Standardisation marks are found on which of the following? (1)
 a) Labels b) Leaflets c) Advertisements d) Pamphlets
- Q18.** Which of the following is a correct statement?
 a) Gold and silver Jewellery have Hallmark
 b) All man made textile have Ecomark
 c) FSSAI make standards of products at international level

Section – B

- Q19.** Despite the rich heritage of traditional occupations, in the modern context, these works of art are gradually losing out to mass produced goods.
 Suggest any four areas where interventions are required for the revival of these occupations.
- Q20.** Mr. Sushant is a hospitality management graduate. He joined the hotel as Front Office Receptionist. What will be his four duties/ responsibilities?

- Q21.** State two objectives of each RRE and SEWA project.
- Q22.** You have taken training in consumer education and protection. What four job opportunities will be available to you?
- Q23.** What do you understand by the term 'campaign'? Write its two advantages.
- Q24.** List any four job opportunities for print journalist.
- Q25.** Enlist any four sections of housekeeping department.

Section - C

- Q26.** What do you understand by the term 'Development Communication'? Write any four essential features of it.
- Q27.**
- a) Enlist any four duties of the staff who are working in the restaurant.
 - b) Give any two skills they must possess while dealing with the customers
- Q28.** Rohan has just completed a course of Journalism. He wants to work with media industry. Discuss any six skills required for this field.
- Q29.** Give one role of each
- a) Assistant manager of Front Office
 - b) Chef de parties
 - c) Floor supervisor of house keeping department

Section - D

- Q30.**
- a) What is the difference between consumer forum and foot falls?
 - b) "Inadequate information given by manufacturer is common problem amongst the consumer". Support this statement with two examples.
- Q31.** Match the following
- | | |
|-----------------------|---|
| a) Right to Safety | i) Standardization mark on Ketchup |
| b) Right to redressal | ii) Basic Consumer Right |
| c) ISI | iii) Additional Consumer Right |
| d) FPO | iv) Standardsiation mark on pressure cooker |
- Q32.** Match the following
- | | |
|-------------------|--------------------------------------|
| a) Hotel | i) Providing space on rent |
| b) Furnished camp | ii) Provide accommodation and meals |
| c) Lodge | iii) Provide beauty and comfort |
| d) Resorts | iv) Provide accommodation for hiking |
- Q33.** Match the following
- | | |
|---|----------------------------|
| a) Beti Bachao Beti Padhao Yojna | i) Entrepreneurship |
| b) Kasturba Gandhi Balika Vidyalaya | ii) Safety of a girl child |
| c) Adjustment of Human and Machine | iii) Sarva Shiksha Abhiyan |
| d) Creating New and Innovative Enterprise | iv) Ergonomics |

Section - E

- Q34.** Explain the terms
- a) Consumers b) Consumer Rights c) Consumer Responsibilities d) Consumer Protection Act
 - e) Consumer Pproblems
- Q35.** Elaborate on four stages of Guest cycle.