

Hotel Management

NEW SYLLABUS

Full Marks: 100

Teaching Hrs: 150

I. Introduction

The Hotel Management course has been specially designed to familiarise the students with the hospitality industry with specific reference to hotels. The course will enable the students to pursue Hotel line as a career.

School offering this course must have minimum facilities for practical, demonstration related to kitchen, housekeeping, front office and food and beverage service.

II. General Objective

The general objectives of this course are:

- to impart basic knowledge and skills required for hotel industry;
- to enable the students to operate and work on small-scale accommodation and catering establishments;
- to serve as a foundation course to pursue study of BHM, BTTM, BBS, etc

III. Specific Objectives

On completion of this course the students will be able:

- to operate small-scale accommodation and catering operations
- to perform entry level jobs in the core areas of small scale accommodation and catering establishment;
- to realize the importance of hospitality.

IV. Course Contents

Chapter 1: Front Office

LH 25

Introduction to Reservation: Concept of Reservation, Purpose Reservation, Process of reservation, Sources and Modes of Reservation, Factors affecting reservation, Confirmation, no-show, walk-ins, overbooking and cancellation, **Hotel Tariff:** Concept of tariff, Types of hotel tariff, Basis of charging room rate, Modes of payment: Cash, travellers' cheque, credit cards, and voucher, **Visitor Ledger and Billing:** Meaning and purpose, Posting procedure, Preparing guest bill, **Front Office Correspondence:** Setting letters— different parts, Writing different situational letters, (Inquires, confirmation, regret and alternative offer, apologies, **Telephone Handling Etiquette,** **Hotel Safety and Security:** Safety and First aid measure, Security through information/ key handling, Unusual movements/suspicious people

Chapter 2: Housekeeping Department

LH 30

Cleaning: Need and importance of cleaning, Equipment used in cleaning, **Furniture:** Cleaning Equipment and materials, Cleaning process, **Metal cleaning:** Identification, Cleaning equipment and materials, Cleaning process, **Glass/ Window cleaning:** Equipment and materials, Cleaning process, **Floor:** Types, Cleaning equipment and materials; Cleaning Procedures, **Carpet:** Types, Cleaning equipment and materials, Cleaning process, **Room:** Room preparing, Bed making, Servicing departure room, Serving vacant room, Serving occupied room, Evening service, Bed room and Bathroom cleaning process, Spring cleaning, Stain removal, Flower arrangements

Chapter 3: Food Production Department (Kitchen)

LH 50

Identification of Kitchen equipment and tools; **Cooking:** Aim and objective of cooking, Methods of cooking, Rules of cooking methods, **Salad and Dressing:** Definition and types, **Stocks:** Definition and types, General Method of preparation, **Soups:** Definition/Classification, Basic soups, **Sauces:** Definition/Importance, Types of mother sauces, **Accompaniments and Garnishes:** Definition and use, **Sandwiches:** Definition, Types, **Breakfast:** Definition and types

Chapter 4: Food and Beverage Service**LH 45**

Restaurant Furniture, Restaurant Linen, Menu: Definition, Objectives, Types, Courses in Menu, Service sequence/etiquette: Types of service, Mise en Scene / Mise en Place / Briefing, Beverage: Classification, Hot and cold beverage (Non-alcoholic), Alcoholic beverage— beer, wines, sprits, liqueurs and mixed drinks, Tobacco: Types and service, Food and Beverage Control: Needs and objective, Requisition, receiving, issuing, storing and record keeping, Basic control procedures, Portion control, KOT/BOT, Billing, Holding and Handling Service ware equipments, Table layout (A la carte, Table d'hotel)

MODEL QUESTIONS (2059)

Time: 3hrs.

Full Marks: 75

Subject Code: 270

Pass Mark: 27

Candidates are required to give their answers in their own words as far as practicable.

The figures in the margin indicate full marks.

Q.No. 1. Tick the correct answers:**[10]**

- i. Puree soup is garnished with _____.
 - a. Crouton
 - b. Croutes
 - c. liaison
 - d. roux
- ii. The term vintage is associated with _____.
 - a. wine
 - b. soup
 - c. salad
 - d. spirit
- iii. A palate knife is used for _____.
 - a. peeling
 - b. chopping
 - c. lifting
 - d. all of the above
- iv. Latakia is a term associated with _____.
 - a. salad
 - b. tobacco
 - c. cocktail
 - d. soup
- v. Rate applicable to children below five years is termed as ____ rate.
 - a. rack rate
 - b. discount rate
 - c. special rate
 - d. crib rate
- vi. Whisky on the rock refers to whisky served with _____.
 - a. soda
 - b. tonic water
 - c. ice
 - d. lemon juice
- vii. Which of the following sauce is not thickened with roux?
 - a. Bechamel
 - b. Veloute
 - c. Mayonnaise
 - d. Expagnole
- viii. Evening turn down service is given to ____ room.
 - a. occupied
 - b. departure
 - c. vacant
 - d. DND
- ix. How many sheets are used for making a bed in a five star hotel?
 - a. 2
 - b. 3
 - c. 4
 - d. None of the above
- x. No compensation is charged if no show occurs due to _____.
 - a. Flight cancellation
 - b. war
 - c. strike
 - d. all of the above

Q.No. 2. Match the column:**[5]**

- | | | |
|-------------------|-----|--------------------------|
| i. Ammonia | () | grape variety |
| ii. Force majeure | () | egg preparation |
| iii. Terrazzo | () | floor |
| iv. Sunny side-up | () | cleaning agent |
| v. Chardonnay | () | Unavoidable circumstance |

Q.No. 3. Short questions (Any SIX)**[6×5 = 30]**

- | | |
|----------------------------------|-------------------------------------|
| i. Purpose of reservation | ii. Spring cleaning |
| iii. Care and cleaning of carpet | iv. Stock |
| v. Types of menu | vi. Brandy and its service style |
| vii. Soup and its types | viii. Security through key handling |

Q.No. 4. Answer the following (Any THREE)**[10×3 = 30]**

- List the various mother sauces and explain all the stock based sauces with the complete recipe.
- Discuss the step-by-step procedure of cleaning a departure room.
- Explain the various types of control system prevalent in the food and beverage department.
- Write a letter to Four Seasons Travels in Singapore regretting, yet offering alternatives, for 10 double rooms from October 5th – 15th, 2007.

1. FRONT OFFICE**SHORT ANSWER QUESTIONS****1. 2073 Q.No. 4**

Define travellers cheque and explain consideration while accepting.

[5]

2. 2073 Q.No. 5

Illustrate the general rules of hotel's guest security.

[5]

3. 2073 Q.No. 6

Mention the qualities of good telephone operator.

[5]

4. 2072 Supp Q.No. 4

Explain the various modes of reservation.

[5]

5. 2072 Supp Q.No. 5

Is security through information possible? Discuss.

[5]

6. 2072 Q.No. 4

List the purpose of reservation.

[5]

7. 2072 Q.No. 5

Discuss security through information.

[5]

8. 2072 Set E Q.No. 7

Explain the various sources of reservation in brief.

[5]

9. 2072 Set E Q.No. 8

Discuss the posting procedure of VTL.

[5]

10. 2071 Supp Q.No. 10

Show the differences between walk-in and no-show.

[5]

11. 2071 Supp Q.No. 11

How would you achieve security through information? Discuss.

[5]

12. 2071 Set C Q.No. 4

Briefly explain the security through key handling.

[5]

13. 2071 Set C Q.No. 5

Differentiate the walk-in and No-show guest in a hotel.

[5]

14. 2071 Set D Q.No. 5

Discuss the various types of room rates.

[5]

15. 2071 Set D Q.No. 7

Explain the purpose of reservation.

[5]

16. 2070 Set C Q.No. 4

Explain the types of room tariff.

[5]

17. 2070 Set C Q.No. 9

Why is hotel reservation necessary? Discuss.

[5]

18. 2069 Q.No. 8

How would you provide security through key handling? Discuss.

[5]

19. 2069 Q.No. 9

Discuss the purpose of reservation.

[5]

20. 2068 Q.No. 5

Define tariff and explain its types.

21. 2068 Q.No. 4

What are the quality attributes of good telephone handler? Explain.

22. 2068 Cancelled Q.No. 4

Discuss the posting procedure of visitor ledger.

[5]

23. 2068 Cancelled Q.No. 9

Discuss security procedure through information.

[5]

24. 2066 Q.No 7

Define VTL and explain its procedure.

[5]

25. 2066 Q.No 10

Explain different types of room rate and the basis of charging.

[5]

LONG ANSWER QUESTIONS**26. 2072 Supp Q.No. 12**

List the various mode of payment and explain them with examples.

[2+8]

27. 2072 Q.No. 14

Discuss the various methods of payment prevalent in hotels.

[10]

28. 2072 Set E Q.No. 15

What are the factors affecting reservation? Explain.

[10]

29. 2071 Supp Q.No. 13

Discuss the process and procedure of reservation.

[10]

30. 2071 Set C Q.No. 12

Define reservation. Explain the purpose and procedure of reservation system practiced in hotel industry.

[10]

31. 2071 Set D Q.No. 15

Write a letter to Mr. Hari Roka, FOM, Hotel Barahi, Pokhara, requesting him for two double rooms for your family from 15th Aug, 2014 for 5 days.

[10]

32. 2070 Set C Q.No. 15

Write a letter to Mr. Bharat Joshi in Biratnagar, regretting his reservation request for two double bed rooms from June 20th, 2013 for 4 nights and offer alternatives.

[10]

33. 2068 Q.No. 13

Define reservation and explain its process.

[3+7=10]

34. 2068 Cancelled Q.No. 12

Define reservation. Discuss its procedure.

[3+7]

35. 2067 Q.No. 12

Describe setting a letter procedure as per standard of front office correspondence.

36. 2067 Q.No. 14

Define reservation and explain its procedure.

[10]

37. 2066 Q.No 15

Write a letter to Mr. Pravat Joshi in Biratnagar, regretting his reservation request for one double bed room from May 15th 2009 for 4 nights and offer alternatives.

[10]

38. 2065 Q.No. 14

Define reservation and explain its procedures.

[3+7=10]

39. 2064 Q.No. 4 dWrite a letter to Mr. R. Kapoor in Canaught Place, New Delhi, confirming the room reservation for 2 double rooms with extra beds from May 15th 2007 for a fortnight. [10]**40. 2063 Q.No. 6**

Define telephone etiquette. Write sequential step of handling a telephone call with conversation from the time of receiving till transferring the call to the room guest. [2+8]

41. 2063 Q.No. 10Write a confirmation letter of Ms. Tessica of Jet tours in New York of 10 doubles for March 7-10th, 2006 but regret for 6 doubles of March 21-24th, 2006 [10]**42. 2062 Q.No. 6**

Define security. How would you provide effective security in a hotel through key handling? [2+8]

43. 2062 Q.No. 10

Write a letter to Ms. J. Keats in Bangkok, Thailand, regretting but suggesting alternatives for his reservation request for 1 double room with a cot from 16 may, 2004 for a fortnight. [10]

44. 2061 Q.No. 8

Define reservation. Elucidate the purpose and procedure of reservation. [2+8]

45. 2061 Q.No. 10

Write a letter to Mr. R. Clark, RDM, Park Hotel at Andheri, in Mumbai enquiring reservation of accommodation for a couple with a child below 12 years from April 10, 2004 for a fortnight. [10]

46. 2060 Q.No. 6

Name various modes of reservation giving advantages of any one mode. [10]

47. 2059 Q.No. 5

Define visitor ledger with its posting procedures. [10]

48. 2059 Q.No. 7

Write a regret letter to Yeti Travels for their 15 double room booking from October 10-13, 2001. [10]

EXPLAIN IN BRIEF THE DIFFERENCE BETWEEN**49. 2062 Q.No. 3 (c)**

Walk ins and No-shows. [5]

50. 2061 Q.No. 3 (e)

Cancellation and Confirmation [5]

51. 2060 Q.No. 3 (d)

Guest and Client [5]

52. 2060 Q.No. 3 (e)

Front office and Lobby [5]

53. 2059 Q.No. 3 (c)

Reservation and Reception [5]

54. 2059 Q.No. 3 (e)

Walk-ins and No shows [5]

DEFINE THE FOLLOWING:**55. 2067 Q.No. 4**

Room Tariff [5]

56. 2067 Q.No. 5

Mode of reservation [5]

57. 2065 Q.No. 7

Security through key handling [5]

58. 2065 Q.No. 10
Basis of charging rooms rates. [5]
59. 2064 Q.No. 3 b
Security through key handling [5]
60. 2064 Q.No. 3 d
Types of reservation [5]
61. 2063 Q.No. 4 (a)
Unusual movements [5]
62. 2063 Q.No. 4 (b)
Alternative offer [5]
63. 2062 Q.No. 4 (c)
Master folio [5]
64. 2060 Q.No. 4 (a)
Visitor Ledger [5]

2. HOUSEKEEPING DEPARTMENT

SHORT ANSWER QUESTIONS

1. 2073 Q.No. 7
Explain the glass window cleaning procedure with required materials and equipment. [5]
2. 2073 Q.No. 8
Define Mopping and explain its types and procedure. [5]
1. 2072 Supp Q.No. 8
What is spring cleaning? Explain in brief. [5]
2. 2072 Supp Q.No. 9
Explain the procedure of vacant room cleaning. [5]
3. 2072 Set E Q.No. 9
Explain spring cleaning in brief. [5]
4. 2072 Set E Q.No. 10
Explain the steps involved in evening turn down service. [5]
5. 2071 Supp Q.No. 9
Explain the care and cleaning of carpet. [5]
6. 2071 Set C Q.No. 8
Explain the types of carpet. [5]
7. 2071 Set D Q.No. 8
Write the steps on attending a vacant room. [5]
8. 2070 Set C Q.No. 5
Explain the term 'Turn down service'. [5]
9. 2070 Set C Q.No. 10
Explain the care and cleaning of metal surface. [5]
10. 2069 Q.No. 7
Write the step by step procedure of attending a vacant room. [5]
11. 2068 Q.No. 9
Explain the spring cleaning and its process. [5]
12. 2068 Q.No. 6
What are different types of cleaning? Explain. [5]
13. 2068 Q.No. 7
Write the step by step procedure of bathroom cleaning. [5]

14. 2068 Cancelled Q.No. 6

Write the steps of attending a vacant room. [5]

15. 2066 Q.No 8

Write floral decoration materials and explain general rules of it. [5]

16. 2066 Q.No 11

List any 10 types of cleaning equipment and explain their uses. [5]

LONG ANSWER QUESTIONS**17. 2073 Q.No. 14**

Write the step by step procedure of bed making. [10]

18. 2072 Supp Q.No. 13

Explain the procedure of cleaning various metals used for furnishing in the hotel. [10]

19. 2072 Q.No. 13

Explain the procedure of attending a departure guest room. [10]

20. 2072 Set E Q.No. 14

List the various types of furniture used in the hotel and explain. [2+8]

21. 2071 Supp Q.No. 14

Explain the care and cleaning of various metals used in the hotel. [10]

22. 2071 Set C Q.No. 14

Explain the steps of bed making with 3 bed sheets practiced in hotels. [10]

23. 2071 Set D Q.No. 12

Explain the step by step procedure of departure room cleaning. [10]

24. 2069 Q.No. 15

Write the step by step procedure of making guest bed using three sheets. [10]

25. 2068 Cancelled Q.No. 10

Show the differences between woven and non-woven carpet. [2.5+2.5]

26. 2068 Cancelled Q.No. 13

Explain the step by step procedure of cleaning a departure room. [10]

27. 2067 Q.No. 13

Explain bed making procedures of a large hotel room. [10]

28. 2066 Q.No 14

Identify different metal surfaces and explain their cleaning equipment, materials and methods. [2+3+5]

29. 2065 Q.No. 15

Explain the bed making procedures steps with bed sheets. [10]

30. 2064 Q.No. 4 b

Discuss the step-by-step procedure of cleaning an occupied room. [10]

31. 2063 Q.No. 8

What do you understand by the term metal surfaces? What are the various types of metal found in a hotel and their cleaning methods? [3+7]

32. 2062 Q.No. 8

How are guest rooms prioritized by a room attendant based on their status? Explain the steps involved in cleaning a bathroom. [4+6]

33. 2061 Q.No. 7

What are the various steps involved in cleaning an occupied room. Explain the steps in sequence. [10]

34. 2060 Q.No. 8

Write the various steps to be followed in spring cleaning of a guest room. [10]

35. 2060 Q.No. 10

What are the various steps involved in making a bed with 3 bed sheets of a 5 star hotel? Explain the steps in sequence. [10]

EXPLAIN IN BRIEF THE DIFFERENCE BETWEEN:

36. 2062 Q.No. 3 (b)
Occupied and departure room cleaning [5]

37. 2061 Q.No. 3 (c)
Woven carpet and tufted carpet [5]

DEFINE THE FOLLOWING:

38. 2067 Q.No. 6
Flower arrangement and its required materials for flower arrogant. [5]

39. 2065 Q.No. 8
Departure room cleaning procedures [5]

40. 2064 Q.No. 3 c
Evening service [5]

41. 2064 Q.No. 3 g
Care and cleaning of metal surfaces [5]

42. 2063 Q.No. 4 (d)
Spring cleaning [5]

43. 2062 Q.No. 4 (c)
Florist [5]

44. 2061 Q.No. 4 (e)
Parquet [5]

45. 2060 Q.No. 4 (c)
Spring Cleaning [5]

3. FOOD PRODUCTION DEPARTMENT (KITCHEN)**SHORT ANSWER QUESTIONS**

1. 2073 Q.No. 9
Define accompaniment and explain its functions with example dishes. [5]

2. 2073 Q.No. 10
Write down the recipe and method of white stock. [5]

3. 2072 Supp Q.No. 7
Find out the differences between stock and sauce. [5]

4. 2072 Supp Q.No. 10
Describe accompaniment with examples. [5]

5. 2072 Supp Q.No. 11
Give the recipe and method of preparing Hollandaise sauce. [5]

6. 2072 Q.No. 9
Give the recipe and method of preparing Hollandaise Sauce. [5]

7. 2072 Q.No. 10
Classify salad and explain its parts. [5]

8. 2072 Set E Q.No. 4
Define sauce and give the recipe and method of preparing veloute sauce. [5]

9. 2072 Set E Q.No. 11
Show the key differences between accompaniment and garnish. [5]

10. 2071 Supp Q.No. 6
What is cooking? Discuss its objectives. [5]

11. 2071 Supp Q.No. 7
Give the recipe method for bechamel sauce. [5]

12. 2071 Set C Q.No. 11
Differentiate between white and brown stock.

13. 2071 Set D Q.No. 4

Write the ingredients and method of preparing Hollandaise sauce.

[5]

14. 2071 Set D Q.No. 9

List the various types of egg preparation and explain any one of them.

[5]

15. 2069 Q.No. 5

Give the courses in English breakfast with menu examples.

[5]

16. 2069 Q.No. 6

Show the key differences between garnish and accompaniment.

[5]

17. 2069 Q.No. 10

Define sauce and explain its importance.

[5]

18. 2068 Q.No. 8

Write the recipe and method for white stock.

[5]

19. 2068 Cancelled Q.No. 7

Explain the different types of soups with examples.

[5]

20. 2066 Q.No. 4

Define breakfast and explain the methods of preparing fried eggs.

[5]

21. 2066 Q.No. 9

Explain different types of thick soups.

[5]

LONG ANSWER QUESTIONS**22. 2073 Q.No. 15**

Explain the moist heat methods of cooking with their example dishes.

[8+2]

23. 2072 Supp Q.No. 14

Explain the various method of cooking under medium of moist heat with examples.

[10]

24. 2072 Q.No. 15

Explain the method of cooking under medium of dry heat with suitable examples.

[10]

25. 2072 Set E Q.No. 13

Give the recipe and method of preparing white, blond and brown sauce.

[3+3+4]

26. 2071 Supp Q.No. 12

Explain the various types of cooking method under dry heat.

[10]

27. 2071 Set C Q.No. 13

Define and classify sandwich with examples.

[10]

28. 2071 Set C Q.No. 15

Explain the moist heat methods of cooking with suitable examples.

[10]

29. 2071 Set D Q.No. 13

Classify soup and explain the various types of soup with examples.

[10]

30. 2070 Set C Q.No. 13

What are the objectives of cooking? Explain the moist heat methods with example dishes. [10]

31. 2069 Q.No. 14

Define cooking. Explain the various moist method of cooking with its basic rules.

[2+8]

32. 2068 Q.No. 14

What are different types of sandwiches? Explain with their rules while preparing.

[5+5=10]

33. 2068 Q.No. 15

What are moist heat methods of cooking? Explain with an example of each.

[3+7=10]

34. 2068 Cancelled Q.No. 11

Give the recipe and method of veloute sauce.

[2+3]

35. 2068 Cancelled Q.No. 15

Explain the different methods of cooking under medium of moist heat with its basic rules. [5+5]

36. 2067 Q.No. 15

Explain methods of cooking by dry heat medium.

[10]

37. 2066 Q.No. 12

Write the recipe and method of preparing white stock and also illustrate the considerations of its preparation. [7+3]

38. 2065 Q.No. 12

Explain the different types of cooking methods with one example of dish of each. [8+2]

39. 2064 Q.No. 4 c

Enlist the various types of soup. Explain any two of them with appropriate examples. [10]

40. 2063 Q.No. 9

Differentiate between pure and cream soup and write the method of preparing consommé soup with ingredients. [3+7]

41. 2062 Q.No. 7

List various mother sauces. Give the recipe of any two-mother sauces with its method of preparation. [2+8]

42. 2061 Q.No. 9

Define stock. Write the ingredients, method of preparation and uses of fish stock and brown beef stock. [2+8]

43. 2060 Q.No. 9

Write the ingredients and method of preparing espogrole sauce. [10]

44. 2059 Q.No. 8

Write the ingredients and method of preparing Mayonnaise sauce. [10]

EXPLAIN IN BRIEF THE DIFFERENCE BETWEEN:**45. 2059 Q.No. 3 (a)**

Fish veloute and Chicken veloute [5]

46. 2059 Q.No. 3 (b)

Hollandaise and Mayonnaise sauce [5]

47. 2060 Q.No. 3 (c)

Sauce and Stock [5]

48. 2061 Q.No. 3 (d)

Consommé and Broth [5]

49. 2062 Q.No. 3 (d)

Accompaniment and Garnish [5]

DEFINE THE FOLLOWING:**50. 2067 Q.No. 10**

Types of cutting tools and its uses [5]

51. 2067 Q.No. 11

Stock and its types [5]

52. 2065 Q.No. 4

Stock and its care during preparation [5]

53. 2065 Q.No. 5

Types of Salad [5]

54. 2065 Q.No. 9

Recipe and method of cream of tomato soup [5]

55. 2064 Q.No. 3 f

Salad and dressing [5]

56. 2064 Q.No. 3 h

Recipe of fish stock [5]

57. 2063 Q.No. 4 (e)

Mother sauces [5]

58. 2062 Q.No. 4 (b)

Demi-Glace [5]

59. 2061 Q.No. 4 (a)
Stock Taking [5]
60. 2061 Q.No. 4 (c)
Force majeure [5]
61. 2060 Q.No. 4 (d)
Soup [5]
62. 2060 Q.No. 4 (e)
Salad [5]

4. FOOD AND BEVERAGE SERVICE

SHORT ANSWER QUESTIONS

1. 2073 Q.No. 11
Enlist and explain the linen used in F & B service. [5]
2. 2072 Supp Q.No. 6
Explain KOT and its purpose. [5]
3. 2072 Q.No. 6
Show the key differences between red and white wine. [5]
4. 2072 Q.No. 7
Define menu and explain its types. [5]
5. 2072 Q.No. 8
Explain the essential points discussed during briefing. [5]
6. 2072 Q.No. 11
Explain KOT and discuss its importance. [5]
7. 2072 Set E Q.No. 5
Explain any two types of distilled alcoholic beverage with examples. [5]
8. 2072 Set E Q.No. 6
Define mise-in-place and the tasks carried out. [5]
9. 2071 Supp Q.No. 4
List the methods of making cocktail and explain them in brief. [5]
10. 2071 Supp Q.No. 5
Explain side board and discuss its importance. [5]
11. 2071 Supp Q.No. 8
Name at least five linen used in F & B outlets and explain their purpose. [5]
12. 2071 Set C Q.No. 6
Describe whisky and beer in brief. [5]
13. 2071 Set C Q.No. 7
Explain the mixed drink and its components. [5]
14. 2071 Set C Q.No. 9
Explain the portion control with 5 examples. [5]
15. 2071 Set C Q.No. 10
Differentiate between a la Carte and table d' hote menu. [5]
16. 2071 Set D Q.No. 6
Explain the various types of compound alcoholic beverage with examples. [5]
17. 2071 Set D Q.No. 10
Describe the importance of briefing. [5]
18. 2071 Set D Q.No. 11
Explain the purpose of KOT with the help of a neat format. [5]

19. 2070 Set C Q.No. 6

Discuss the term briefing in restaurant.

[5]

20. 2070 Set C Q.No. 7

Write the recipe and methods of Mayonnaise.

[5]

21. 2070 Set C Q.No. 8

What are types of menu? Explain.

[5]

22. 2070 Set C Q.No. 11

Differentiate between fermentation and distillation.

[5]

23. 2069 Q.No. 4

Define mise-en-place and explain the various tasks carried in it.

[5]

24. 2069 Q.No. 11

Define mixed drink and give the recipe of any one cocktail.

[5]

25. 2068 Q.No. 10

Define Mise-en-place and explain its steps.

[5]

26. 2068 Q.No. 11

Differentiate between a la carte and table d' hote menu with an example of each.

[5]

27. 2068 Cancelled Q.No. 5

Briefly explain the various types of Scotch whisky.

[5]

28. 2068 Cancelled Q.No. 8

Explain the use of KOT/BOT as a control tool.

[5]

29. 2066 Q.No 6

Define cigarette and explain its service procedures.

[5]

30. 2066 Q.No 5

Define side board and explain its functions.

[5]

LONG ANSWER QUESTIONS**31. 2073 Q.No. 12**

Explain the types of service of food and beverage.

[10]

32. 2073 Q.No. 13

Illustrate the basic control procedure of food and beverage and explain briefly.

[10]

33. 2072 Supp Q.No. 15

What is cocktail? Explain its types, methods of preparing and give the recipe of any one cocktail. [2+2+4+2]

34. 2072 Q.No. 12

List and explain any four types of food service followed in F & B service outlets.

[2+8]

35. 2072 Set E Q.No. 12

Define wine. Explain the various types of wine.

[2+8]

36. 2071 Supp Q.No. 15

What is menu? Explain its types and nature.

[10]

37. 2071 Set D Q.No. 14

Define menu. Explain its types and functions.

[10]

38. 2070 Set C Q.No. 12

Define beverage and make complete classification of beverage.

[10]

39. 2070 Set C Q.No. 14

Describe the various types of service practiced in food and beverage industry.

[10]

40. 2069 Q.No. 12

Define menu. List the various courses in classical menu with at least one example for each course. [2+8]

- 41. 2069 Q.No. 13**
List the various control tools used in the F & B department and explain any two of them in detail. [2+4+4]
- 42. 2068 Q.No. 12**
What are the different types of food and beverage services? Explain. [4+6=10]
- 43. 2068 Cancelled Q.No. 14**
Define menu. Explain the courses in French classical menu with examples. [3+7]
- 44. 2066 Q.No 13**
Define mixed drinks and explain its types and components. [3+3+4]
- 45. 2065 Q.No. 13**
What are the various services practiced in food and beverage service department? Explain briefly. [5+5]
- 46. 2064 Q.No. 4 a**
Explain the control system used in the food and beverage service department. [10]
- 47. 2063 Q.No. 7**
Define mixed drink. Write two examples of each type of mixed drinks with recipe of any two mixed drinks. [2+2+6]
- 48. 2062 Q.No. 9**
Define wine. Classify and explain the various types of wine. [2+8]
- 49. 2061 Q.No. 6**
Define control system. Discuss various phases of a control system followed in any up market catering establishments. [2+8]
- 50. 2060 Q.No. 7**
Make neat classification chart of Alcoholic beverages. [10]
- 51. 2059 Q.No. 6**
Make a neat classification chart of non-alcoholic beverages. [10]
- 52. 2059 Q.No. 9**
Make a neat drawing of KOT with all necessary data. [10]
- EXPLAIN IN BRIEF THE DIFFERENCE BETWEEN:**
- 53. 2062 Q.No. 3 (a)**
Pot still and patent still [5]
- 54. 2062 Q.No. 3 (e)**
White wine and Red wine. [5]
- 55. 2061 Q.No. 3 (a)**
Malted whisky and grain whisky [5]
- 56. 2061 Q.No. 3 (b)**
Cigar and cigarette [5]
- 57. 2060 Q.No. 3 (a)**
Fermentation and Distillation [5]
- 58. 2060 Q.No. 3 (b)**
Whisky and Brandy [5]
- 59. 2059 Q.No. 3 (d)**
Wines and Spirits [5]
- DEFINE THE FOLLOWING:**
- 60. 2067 Q.No. 7**
Pre plated/American service and its service procedures [5]
- 61. 2067 Q.No. 8**
Food & beverage service sequence in the dining. [5]

62. 2067 Q.No. 9

Alcoholic beverage beer.

[5]

63. 2065 Q.No. 6

Types of beer.

[5]

64. 2065 Q.No. 11

Type so menu

[5]

65. 2064 Q.No. 3 a

Brandy and its service

[5]

66. 2064 Q.No. 3 e

Briefing and its importance

[5]

67. 2063 Q.No. 4 (c)

Mixed beverages

[5]

68. 2062 Q.No. 4 (a)

Alcohol

[5]

69. 2062 Q.No. 4 (d)

Cover

[5]

70. 2061 Q.No. 4 (b)

Table wine

[5]

71. 2061 Q.No. 4 (d)

Beurre

[5]

72. 2060 Q.No. 4 (b)

Alcoholic beverage

[5]

5. TRUE OR FALSE**Write (T) for True (F) for False at the space provided.**

[5]

1. 2073 Q.No. 2

- Concierge is also known as information desk.
- Briefing is carried out before the work shift.
- Veloute sauce is prepared from brown roux.
- Vodka is defined as distilled alcohol beverage.
- Symmetrical design of flower decoration is ideal for banquets.

[5]

2. 2072 Q.No. 1

- Night spread is laid on the guest bed at night.
- Whisky is classified under fermented alcoholic beverage.
- Guest history card is updated after guest check-out.
- Mitering the corners of bed sheet make it look neat and smooth.
- Cash disbursed by the hotel on behalf of a guest and charged to the guest account is termed as paid-out.

[5]

3. 2072 Set E Q.No. 1

- Bisque and Chowder are thick soups.
- Bed cover is laid on the guest bed at night.
- Beer and wine are classified under fermented alcoholic beverage.
- Quarter plate is placed on the left hand side of the cover.
- Dull spots on metal surfaces like copper and brass are termed tarnish.

[5]

4. 2071 Supp Q.No. 1

- The term cover in dining refers to table cloth.
- A guest folio is opened after guest departure.
- Liqueurs are non-alcoholic beverages.
- Stock should be simmered, not boiled.
- Tarnished metal surfaces require polishing.

[5]

5. 2071 Set C Q.No. 1

- Evening service is also known as turndown service.
- Reception and cashier are the only sections within front desk.
- Mansion polish is used for floor cleaning?
- Brown stock is used in **Béchamel** sauce.
- Slip cloth is laid over the table cloth.

[5]

6. 2071 Set D Q.No. 1

- The top copy of the KOT is handed to the kitchen for food preparation.
- Egg white is also used as clarifying agent.
- Occupied rooms do not require evening turn down service.
- Credit card transactions come under city ledger.
- Pot still is a traditional method of fermentation.

[5]

7. 2069 Q.No. 1

- A three feet square dining table is set for three covers.
- City ledger handles outstanding accounts.
- Roux is clarifying agent
- Tonic water generally accompanies gin.
- Evening turn down service is given to vacant rooms only.

[5]

8. 2068 Q.No. 1

- Rack rate is also known as published rate.
- Slip cloth is laid over the moulton.
- The product obtained from crushing grapes is known as wort.
- Occupied room is serviced twice a day.
- Julienne vegetables are cuts into fine dices.

[5]

9. 2068 Cancelled Q.No. 3

- Port and sherry are types of non-alcoholic beverages.
- Frill clothes are laid on the table in the same way as table clothes are laid.
- Blue flowers carry the message of peace.
- A device that controls the flow of water from a pipe is termed as 'Faucet'.
- Wooden spatula is used for straining.

[5]

10. 2067 Q.No. 1

- No show is a term where guest does not arrive inspire of confirmed reservation.
- Silvo is a liquid cleaning agent for silverware.
- A charge per bottle will be made where the customers bring their own wine bottle to the restaurant to drink is known as corkage charge.
- Rum is fermented alcoholic beverage.
- Boiling is cooking in plenty of oil.

[5]

11. 2062 Q.No. 1

- The heat source of salamander is below the grill bars.
- Credit card transaction comes under the city ledger.
- Vinegar helps in quicker coagulation while boiling egg.
- Silver readily tarnishes due to presence of sulphur.
- CO₂ gas is induced under high pressure in white wine.

[5]

12. 2061 Q.No. 1

- When shallow trying, the presentation side is cooked first.
- Terrazzo refers to flooring with pieces of granite set in cement with decorative chips.
- Béchamel is thickened with white roux.
- The reservation section of the front office provides room service to the in house guests.
- White wine should be served at room temperature.

[5]

13. 2060 Q.No. 1

- Reception, Information and Cashier are the only section within Reception counter.
- Screw Driver is a cocktail and not a mixed drink.
- Russian salad is a type of simple salad.
- Spring cleaning is done once every month.
- Club sandwich is a type of open sandwich.

[5]

14. 2059 Q.No. 1

- Paching is cooking in stock.
- Fried eggs can be prepared in two ways.
- Whitney rack is used as a reservation tool.
- Brasso is used in clearing brass.
- Wines are distilled alcoholic beverage.
- In 5 star hotels beds are made using 3 beds sheets.
- Over booking is a normal practice in larger hotels.
- Aerated drinks have CO₂.
- Lobby is a part of Front office.
- Boiled egg is a garnish of Cole slow salad.

[10]

6. CHOOSE THE CORRECT ANSWER

Choose the correct answer (Put the tick mark on the correct alphabet or number).

[5×1=5]

1. 2073 Q.No. 1

- Sommelier is the person responsible for service of:
 - Sandwich
 - Ice-cream
 - Wine
 - Tobacco
- Front office is also known as of hotel.
 - City centre
 - Nerve centre
 - Backbone
 - All of above
- Public toilets of hotels are cleaned by:
 - Cloak room attendant
 - Room attendant
 - Lobby attendant
 - House man
- Menu is also defined as the:
 - Bill of fare
 - Blue print
 - Marketing tool
 - All of above
- The most aromatic and expensive cigarettes come from
 - USA
 - Brazil
 - Turkey
 - India

[5×1=5]

2. 2072 Supp Q.No. 1

- Roux is prepared with flour and
 - sugar
 - water
 - butter
 - milk
- Conventional and density charts are used in
 - housekeeping
 - reservation
 - room service
 - engineering
- plate is placed on the left hand side of the cover.
 - Full
 - Half
 - Quarter
 - All of the above
- Mansion polish is applied on surface.
 - wood
 - metal
 - plastic
 - glass
- 'On the rock' glass is appropriately used to serve
 - beer
 - brandy
 - tequila
 - whisky

[5×1=5]

3. 2072 Q.No. 3

- a. Dummy waiter refers to –
- | | |
|--------------------|--------------------|
| i. booster seats | ii. side board |
| iii. banquet chair | iv. reception desk |
- b. Carpet vacuuming can be done with the help of –
- | | |
|---------------|------------|
| i. Hoover | ii. duster |
| iii. scrubber | iv. mop |
- c. The French term 'Hors d'oeuvre' refers to–
- | | |
|------------|---------------|
| i. soup | ii. appetizer |
| iii. roast | iv. egg |
- d. Alcohol evaporates at °C.
- | | |
|-----------|----------|
| i. 72 | ii. 75.5 |
| iii. 78.5 | iv. 80 |
- e. Goods from store is issued against –
- | | |
|-----------|-----------------|
| i. KOT | ii. Recipe |
| iii. Menu | iv. Requisition |

[5×1=5]

4. 2072 Set E Q.No. 3

- a. Mayonnaise and Hollandaise sauce are types of
- | | |
|-----------------------|-----------------|
| i. Cold sauce | ii. Warm sauce |
| iii. Emulsified sauce | iv. White sauce |
- b. Service of food from a trolley in a restaurant is termed as service.
- | | |
|-------------|--------------|
| i. counter | ii. Gueridon |
| iii. Buffet | iv. Room |
- c. A date by which a provisional reservation needs to be confirmed is termed as ...
- | | |
|-------------------|----------------------------|
| i. concierge | ii. guaranteed reservation |
| iii. release time | iv. deadline |
- d. Under normal condition, an occupied room is attended in 24 hours.
- | | |
|-------------|----------------|
| i. once | ii. twice |
| iii. thrice | iv. four times |
- e. Which one of the following is a feature of table d'hôte menu?
- | | |
|------------------------------------|--|
| i. Each dish is priced separately. | ii. Waiting time is allowed for each dish. |
| iii. Extensive choice is offered. | iv. Dishes are prepared and kept ready. |

[5]

5. 2071 Supp Q.No. 3

- a. Which among the following is simple and light breakfast?
- | | |
|---------------|-----------------|
| i. English | ii. Continental |
| iii. American | iv. Indian |
- b. Storeroom issues goods against.....
- | | |
|---------------|-----------------|
| i. Stoke card | ii. requisition |
| iii. bin card | iv. KOT |
- c. Spring cleaning is done on basis.
- | | |
|-------------|--------------|
| i. daily | ii. periodic |
| iii. weekly | iv. none |
- d. Most distilled spirits are matured in casks made of.....
- | | |
|----------|-----------|
| i. teak | ii. cedar |
| iii. oak | iv. pine |
- e. Vegetables are cut into in the cole slaw salad.
- | | |
|-----------------|----------------|
| i. julienne | ii. fine dice |
| iii. large dice | iv. jardinaire |

[5×1=5]

6. 2071 Set C Q.No. 2

- a. As per the schedule, an occupied room is attended:
- | | |
|-------------------|-----------------|
| i. Once daily | ii. Twice daily |
| iii. Thrice daily | iv. None |

- b. 'Latakia' is a term associated with:
- | | |
|------------|--------------|
| i. Wine | ii. Cocktail |
| iii. Salad | iv. Tobacco |
- c. Flooring with pieces of marble set in cement with decorative chips is called:
- | | |
|----------------|--------------|
| i. Granolithic | ii. Terrazzo |
| iii. Parquet | iv. Vinyl |
- d. Which is not a roux based sauce?
- | | |
|------------------|---------------|
| i. Béchamel | ii. velouté |
| iii. Hollandaise | iv. Espagnole |
- e. A guest's folio records all of the in house guest.
- | | |
|---------------|---------------|
| i. Complaints | ii. History |
| iii. Expenses | iv. amenities |

[5×1=5]

7. 2071 Set D Q.No. 3

- a. Travellers cheque should be converted into ...
- | | |
|---------------------|---------------------|
| i. US Dollar | ii. Voucher |
| iii. Local currency | iv. Indian currency |
- b. Room attendants handle key.
- | | |
|-------------------|----------------|
| i. Floor key | ii. Master key |
| iii. Grand master | iv. Emergency |
- c. A palate knife is used to
- | | |
|-----------|-----------|
| i. hold | ii. peel |
| iii. lift | iv. carve |
- d. Which among the following is not a method of making cocktail?
- | | |
|--------------|-------------|
| i. Stirred | ii. Shaken |
| iii. Braised | iv. Blended |
- e. The portion size of soup for one person is approximately ... ml
- | | |
|----------------|---------------|
| i. 100 – 150 | ii. 200 – 250 |
| iii. 300 – 350 | iv. 400 – 450 |

[5×1=5]

8. 2070 Set C Q.No. 1

- i. Conceirge is a ...
- | | |
|--------------------|----------------------------|
| a. Travel desk | b. Photocopier |
| c. Billing machine | d. Moving information desk |
- ii. Acidic strain is removed by using
- | | |
|----------------|----------------|
| a. Detergent | b. Bleach |
| c. Oxalic acid | d. Acetic Acid |
- iii. Chef garde manager is also known as:
- | | |
|----------------|---------------|
| a. Sacue cook | b. Soup cook |
| d. Larder cook | d. Roast cook |
- iv. Latakia is type of:
- | | |
|------------|----------|
| a. Wine | b. Linen |
| c. Tobacco | d. Beer |
- v. Sauteing is like
- | | |
|-------------------|-------------|
| a. Shallow frying | b. Poaching |
| c. Roasting | d. Stewing |

[5×1=5]

9. 2069 Q.No. 2

- a. Onion studded with bayleaf and clove is added in the preparation of sauce.
- | | |
|-------------|----------------|
| i. bechamel | iii. tomato |
| ii. veloute | iv. mayonnaise |
- b. Steak knife is used to
- | | |
|-----------------------|-------------------|
| i. prepare garnish | iii. cut raw meat |
| ii. cut prepared meat | iv. slice bread |

- c. No food is served in thecourse.
- | | |
|-------------|--------------|
| i. potage | iii. sorbet |
| ii. poisson | iv. entremet |
- d. Blue flowers carry the message of
- | | |
|----------------------|------------------------|
| i. love and bravery | iii. purity |
| ii. courage and hope | iv. serenity and peace |
- e. 'Chardonnay' is a type of
- | | |
|-------------|-------------------|
| i. cocktail | iii. salad |
| ii. soup | iv. grape variety |

[5×1=5]

10. 2068 Q.No. 2

- i. A guest folio records all theof the house guests.
- | | |
|---------------|------------------|
| a. complaints | b. informations |
| c. expenses | d. guest history |
- ii. Cigar should be stored in a box of
- | | |
|------------|---------------|
| a. paper | b. cedar wood |
| c. plastic | d. oak wood |
- iii. Saute is like
- | | |
|-------------|-------------------|
| a. roasting | b. grilling |
| c. steaming | d. shallow frying |
- iv. Floor of granite chippings mixed with cement is called
- | | |
|----------------|-------------|
| a. slate | b. terrazzo |
| c. granolithic | d. mosaic |
- v. Upholstery furniture refers to
- | | |
|----------|------------|
| a. table | b. sofa |
| c. chair | d. trolley |

[5×1=5]

11. 2068 Cancelled Q.No. 1

- a. Mayonnaise can be used as
- | | |
|------------|-----------------|
| i. sauce | iii. dressing |
| ii. spread | iv. all of them |
- b. Stores issue goods against ...
- | | |
|----------------|------------------|
| i. gate pass | iii. requisition |
| ii. stock card | iv. all of them |
- c. Consomme is a type of ... soup.
- | | |
|--------------|-----------------|
| i. thin | iii. clear |
| ii. strained | iv. all of them |
- d. An occupied room is attended ... in 24 hours.
- | | |
|-----------|-----------------|
| i. once | iii. thrice |
| ii. twice | iv. all of them |
- e. ... is placed on the right hand side of the cover.
- | | |
|----------------|-----------------|
| i. soup spoon | iii. fish fork |
| ii. side plate | iv. all of them |

[5×1=5]

12. 2067 Q.No. 3

- a. Which one of these alcoholic beverage is defined as sweetened, flavored and colourful beverage?
- | | | |
|-------------|------------|-----------|
| i. Liqueurs | ii. Whisky | iii. Beer |
|-------------|------------|-----------|
- b. On the rock glass is used to serve:
- | | | |
|-----------|-----------|------------|
| i. whisky | ii. Juice | iii. Lassi |
|-----------|-----------|------------|
- c. A bunch of aromatic herbs in the kitchen is known as:
- | | | |
|------------------|--------------|-------------|
| i. Bouquet garni | ii. Béchamel | iii. Bisque |
|------------------|--------------|-------------|
- d. The guests from travel agencies to the hotel are generally issued with:
- | | | |
|------------|-----------------|---------------------|
| i. Voucher | ii. Credit card | iii. Local currency |
|------------|-----------------|---------------------|
- e. Housekeeping evening service is also known as:
- | | | |
|----------------------|-------------------|----------------------|
| i. Turn down Service | ii. First Service | iii. Regular service |
|----------------------|-------------------|----------------------|

[5×1=5]

13. 2066 Q.No 1

- i. City ledger is used to:
 - (a) Record the movement of people in the city
 - (b) Record the unsettled departed guest accounts
 - (c) Record the telephone calls done by guests
 - (d) Record the visitors in a hotel.
- ii. Basic stain is removed by:
 - (a) Detergent
 - (b) Bleach
 - (c) Acetic Acid
 - (d) Oxalic Acid
- iii. Sauté is like:
 - (a) Roasting
 - (b) Grilling
 - (c) Blancking
 - (d) Shallow frying
- iv. Serviette refers to:
 - (a) Table cloth
 - (b) Napkin cloth
 - (c) Waiter cloth
 - (d) Buffet cloth
- v. The hotel will not claim cancellation changes in case of:
 - (a) the time is still premium
 - (b) the force majeure
 - (c) the non-guaranteed reservation
 - (d) All of the above.

[5×1=5]

14. 2065 Q.No. 1

- i. Telephone call should be pick-up before:
 - (a) Two rings
 - (b) Three rings
 - (c) Four rings
 - (d) Five rings
- ii. Density chat shows the number of:
 - (a) Occupied rooms
 - (b) Vacant rooms
 - (c) 000 rooms
 - (d) Departure rooms
- iii. Terrazzo refers to:
 - (a) Chips set in cement
 - (b) Marble chipping set in cement
 - (c) Slate floor
 - (d) Granite floor
- iv. Tartare sauce is derivative of:
 - (a) White Sauce
 - (b) Brown Sauce
 - (c) Veloute Sauce
 - (d) Mayonnaise Sauce
- v. The base of screw drive cocktail is:
 - (a) Ram
 - (b) Gin
 - (c) Vodka
 - (d) Tequila

[5]

15. 2064 Q.No. 1

- i. Which of the following salad is made with julienne cut vegetables?
 - (a) Russian
 - (b) Cole-slaw
 - (c) Nicoise
 - (d) All of the above
- ii. Charante region in France is popular for the production of ...
 - (a) Cognac
 - (b) Tequila
 - (c) Gin
 - (d) Whisky
- iii. No compensations charged by the hotel if no show occurs due to ...
 - (a) war
 - (b) strike
 - (c) riot
 - (d) All of the above
- iv. Linoleum is used for ...
 - (a) garnishing
 - (b) polishing
 - (c) flooring
 - (d) stain removing
- v. A guest folio records all the ... of the house guest.
 - (a) complaints
 - (b) compliments
 - (c) details
 - (d) expenses
- vi. A room that is taken, occupied and paid for but not slept is known as ...
 - (a) scanty baggage
 - (b) slept out
 - (c) skipper
 - (d) departure

- vii. Cigar should be stored in a box made with the wood of ...
 (a) Oak (b) pine
 (c) walnut (d) cedar
- viii. Campari is a type of ...
 (a) bitter (b) tonic water
 (c) cocktail (d) hot beverage
- ix. Mansion is used to polish ... surface.
 (a) metal (b) leather
 (c) wood (d) plastic
- x. The food and beverage order is appropriately taken by ...
 (a) bus boy (b) waiter
 (c) caption (d) apprentice

[10]

16. 2062 Q.No. 2

- i. The front office chronicle of events, guest complaints and requests are called:
 (a) Reader board (b) Information directory
 (c) Log book (d) Errand card
- ii. A palate knife is used to:
 (a) Lift (b) Scoop
 (c) Peel (d) Slice
- iii. Bordeaux region is popular for its production of:
 (a) Whisky (b) Wine
 (c) Rum (d) Beer
- iv. Which of the following account settlement methods does not result in the transfer of an account from the guest ledger to city ledger?
 (a) Credit card (b) Travel Agency Voucher
 (c) Skipper's account (d) Cash payment in full
- v. 'Cole slaw' is a type of:
 (a) Soup (b) Salad
 (c) Entremets (d) Sauce
- vi. As per the schedule an occupied room is attended:
 (a) Once day (b) Twice day
 (c) Thrice day (d) None
- vii. The shape of an omelet is:
 (a) Crescent (b) Round
 (c) Torpedo (d) Square
- viii. Floorings with pieces of marble set in cement with decorative chips are called:
 (a) Terra 330 (b) Granolithic
 (c) Parquet (d) Vinyl
- ix. 'Latakia' is a term associated with:
 (a) Wine (b) Cocktail
 (c) Salad (d) Tobacco
- x. Regular scotch whiskies are matured for a period of:
 (a) 2-3 years (b) 3-6 years
 (c) 9-15 years (d) 18-21 years.

[10]

17. 2061 Q.No. 2

- i. Cigar should be stored in a tube or box made or lined with the wood of :
 (a) Oak (b) Pine
 (c) Teak (d) Cedar
- ii. 'Angostura' is a type of:
 (a) Cocktail (b) Bitter
 (c) Stimulant (d) Tonic water
- iii. When meals are charged separately from rooms in a hotel, it is referred to as:
 (a) European Plan (b) Continental Plan
 (c) American Plan (d) Modified American Plan

- iv. A 'Chinois' is used for:
 (a) Straining (b) Peeling
 (c) Lifting (d) Carving
- v. The term 'Vintage' is appropriately use to indicate the quality of:
 (a) Whisky (b) Beer
 (c) Wine (d) Vodka
- vi. A hard-boiled egg started in hot water requires:
 (a) 5 min (b) 7 min
 (c) 10 min (d) 15 min
- vii. 'Bidet' is installed within a:
 (a) Bedroom (b) Bathroom
 (c) Kitchen (d) Laundry
- viii. A record of all charges and credits incurred by a guest during his/her stay in the hotel is terms as:
 (a) Errand Card (b) Whitney Rack
 (c) City Ledger (d) Guest Folio
- ix. The correct thickening agent for a stew is:
 (a) Wheat flour (b) Liaison
 (c) Bread (d) none
- x. "Evening Turn Down Service" is given to:
 (a) Vacant room (b) Departure room
 (c) Occupied room (d) DND room

[10]

18. 2060 Q.No. 2

- i. Reservation procedure includes:
 (a) Information rack (b) Whitney rack
 (c) Telephone rack (d) None of these
- ii. Which of these is not a mode of reservation?
 (a) Internet (b) Telephone
 (c) Voucher (d) Fax
- iii. Dry Martini is a type of:
 (a) Aperitif (b) Cocktail
 (c) Long Drink (d) Stimulant
- iv. Momos are prepared by which method?
 (a) Poaching (b) Stewing
 (c) Boiling (d) Steaming
- v. World famous brandy comes from.
 (a) England (b) Italy
 (c) France (d) Spain
- vi. The juice of red grapes is:
 (a) Red (b) White
 (c) Pink (d) Orange
- vii. Brandy glass can also be called:
 (a) Brandy Balloon (b) Brandy Inhaler
 (c) Brandy Snifter (d) All of these
- viii. Flower arrangements are done by:
 (a) House keeper (b) Room Maid
 (c) Gardener (d) Florist
- ix. The type of service practiced in Coffee shop is:
 (a) French (b) Sileres
 (c) American (d) Russian
- x. Pure soup can be made from:
 (a) Asparagus (b) Potatoes
 (c) Mushroom (d) Chicken

[10]

19. 2059 Q.No. 2

- i. DND card is supplied by:
 (a) House keeping (b) Front office
 (c) Food and Beverage (d) Food production
- ii. Mansion Polish in used to polish:
 (a) Wood (b) Silver
 (c) Brass (d) Glass
- iii. 'On the Rock' glass is in service of:
 (a) Lassi (b) Juice
 (c) Beer (d) Whisky
- iv. World famous wines are produced in:
 (a) Spain (b) Portugal
 (c) Italy (d) France
- v. Which of these is not located at the front desk?
 (a) Reception (b) Information
 (c) Cashier (d) Telephone Operator
- vi. Which of these is not made from roux?
 (a) Béchamel (b) Espagnole
 (c) Veloute (d) Hollandaise
- vii. Virginia is a type of:
 (a) Ice cream (b) Tobacco
 (c) Coffee (d) Tea
- viii. Steaks are prepared by which method?
 (a) Roasting (b) Grilling
 (c) Frying (d) Poaching
- ix. The modifying agent in Bloody Mary is:
 (a) Vodka (b) Tomato juice
 (c) Orange juice (d) Gin
- x. Pre plated service is:
 (a) French (b) Russian
 (c) American (d) Silver

[10]

7. MATCH THE FOLLOWING

Match the phrases by putting correct alphabet at the space provided.

[5]

1. 2073 Q.No. 3

- | | | |
|----------------|-----|----------|
| a. Granolithic | () | Bread |
| b. Valet | () | Glass |
| c. Basting | () | Parking |
| d. Hi-ball | () | Roasting |
| e. Crouton | () | Floor |

[5]

2. 2072 Supp Q.No. 3

- | | | |
|------------------|-----|-------------------------|
| a. Garde | () | type of floor |
| b. Granolithic | () | flower arrangement |
| c. Force majeure | () | deduction on guest bill |
| d. Allowance | () | unavoidable situation |
| e. Assymmetrical | () | manger |

[5]

3. 2072 Q.No. 2

- | | | |
|-------------|-----|---------------------|
| a. Abrasive | () | apple wine |
| b. Cider | () | flower arrangement |
| c. Liaison | () | sauce |
| d. Ikebana | () | remove soil deposit |
| e. Tartar | () | thickening agent |

[5]

4. 2072 Set E Q.No. 2

- | | | | |
|-----------------|-----|--------------------------------|-----|
| a. Folio | () | bathroom | |
| b. Elbow grease | () | garnish | |
| c. Parsley | () | function catering | |
| d. Bidet | () | a statement of all transaction | [5] |
| e. Buffet | () | rub to bring shine | |

5. 2071 Supp Q.No. 2

- | | | | |
|----------------|-----|----------------|-----|
| a. Mansion | () | dressing | |
| b. Vinaigrette | () | surface pile | |
| c. Tequila | () | polish | |
| d. Carpet | () | rate | |
| e. Incentive | () | lemon and salt | [5] |

6. 2071 Set C Q.No. 3

- | | | | |
|-----------------|-----|------------|-----|
| a. Mitre | () | Vodka | |
| b. Screw driver | () | Mayonnaise | |
| c. Compari | () | Chart | |
| d. Tartare | () | Bed making | |
| e. Conventional | () | Bitter | [5] |

7. 2071 Set D Q.No. 2

- | | | | |
|----------------|-----|--------------------|-----|
| a. Wire | () | spirit | |
| b. Maturation | () | flower arrangement | |
| c. Ikebana | () | Whisk | |
| d. Shampoo | () | mixed drink | |
| e. Virgin Mary | () | carpet | [5] |

8. 2070 Set C Q.No. 2

- | | | | |
|-----------------|-----|-------------------|-----|
| a. Hors' oeuvre | () | Main dish | |
| b. Potage | () | Sweet | |
| c. Entree | () | Soup | |
| d. Entremet | () | Appetizer | |
| e. Releve | () | First meat course | [5] |

9. 2069 Q.No. 3

- | | | | |
|-------------|-----|------------------|-----|
| a. Campari | () | breakfast cereal | |
| b. Muesli | () | coriander | |
| c. Cilantro | () | bed making | |
| d. Cancasse | () | bitter | |
| e. Mitre | () | tomato | [5] |

10. 2068 Q.No. 3

- | | | | |
|-------------|-----|-------------------|-----|
| a. Consomme | () | Barley | |
| b. Broth | () | Liaison | |
| c. Cream | () | White part of egg | |
| d. Veloute | () | Crouton | |
| e. Puree | () | Cream | [5] |

11. 2068 Cancelled Q.No. 2

- | | | | |
|--------------|-----|--------------------|-----|
| a. Salver | () | information | |
| b. Ikebana | () | tray | |
| c. Concierge | () | salmon | |
| d. Tarnish | () | flower arrangement | |
| e. Smoked | () | metal surfaces | [5] |

12. 2067 Q.No. 2

- | | | | |
|--------------|-----|-------------|--|
| a. PABX | () | House count | |
| b. Rack rate | () | City ledger | |

c. Room reservation request	()	Hotel diary	
d. Unsettled departure guest account	()	Published rate	
e. Number of guests	()	Telephone	[5]
13. 2066 Q.No. 2			
a. Whisky	()	Bacardi	
b. Beer	()	Beefeater	
c. Rum	()	White Horse	
d. Gin	()	Cognac	
e. Brandy	()	Hofbrau	[5]
14. 2065 Q.No. 2			
a. Hors d'oeudre	()	main course	
b. Entree	()	fruits and nuts	
c. Revele	()	sweet	
d. Entremet	()	appetizer	
e. Dessert	()	first meat course	[5]
15. 2064 Q.No. 2			
a. Chivas regal	()	rum	
b. Befeater	()	whisky	
c. Captain Morgan	()	vodka	
d. Smimoff	()	beer	
e. Heineken	()	gin	[5]
16. 2063 Q.No. 2			
a. Communication	()	Regrets	
b. Confirmation	()	Receiving	
c. Cancellation	()	Bed making	
d. Classification	()	Soups	
e. Requisition	()	E-mail	
f. Appreciation	()	Yeast	
g. Demonstration	()	Distillation	
h. Preparation	()	Tasting	
i. Fermentation	()	Reservation	
j. Evaporation	()	Beverages	[10]
17. 2062 Q.No. 5			
a. Cappuccino	()	Melting	
b. Espresso	()	Moist with fat	
c. Beurre Manie	()	Thickening agent	
d. Thaw	()	With milk	
e. Bast	()	Demi-tasse	[5]
18. 2061 Q.No. 5			
a. Sulphur	()	Cider	
b. Cola slaw	()	Cancasse	
c. Tomato	()	Whiskey	
d. Apple	()	Salad	
e. Bourbon	()	Tarnishes silver	[5]
19. 2060 Q.No. 5			
a. Poaching	()	Reservation	
b. Tandoori oven	()	Hi-Ball	
c. Mayonnaise	()	Egg	
d. Mix	()	Thousand Island	
e. Confirmation	()	Tikka	[5]

20. 2059 Q.No. 4

- | | | |
|----------------|---|----------|
| a. Mayonnaise | { | Bernaise |
| b. Hollandaise | } | Barbeque |
| c. Tomato | { | Tarlare |
| d. Bechamel | } | Chasseur |
| e. Espagnole | { | Mornay |

[5]

8. CROSS THE ODD ONE OUT

Cross the odd one out.

[10]

1. 2063 Q.No. 1

- | | | | |
|--------------------|-------------------|------------------------|---------------------|
| a. (i) Reservation | (ii) Confirmation | (iii) Cancellation | (iv) Relation |
| b. (i) Boiling | (ii) Poaching | (iii) Steaming | (iv) Frying |
| c. (i) Wine | (ii) Beer | (iii) Sake | (iv) Whisky |
| d. (i) Brasso | (ii) Silvo | (iii) Mansion | (iv) Volvo |
| e. (i) Sunny side | (ii) Turnover | (iii) Poached | (iv) Omelet |
| f. (i) Moulton | (ii) Table cloth | (iii) Slip cloth | (iv) Waiter's cloth |
| g. (i) No shows | (ii) Walk-ins | (iii) Under booking | (iv) Over booking |
| h. (i) Commis-I | (ii) Commis-II | (iii) Commis-III | (iv) Commis-IV |
| i. (i) Plastered | (ii) Marbelled | (iii) Parquet | (iv) Carpet |
| j. (i) Room maid | (ii) Chamber maid | (iii) Floor supervisor | (iv) Receptionist |

9. ABBREVIATIONS

Write the full form of the following:

[5]

2. 2063 Q.No. 1

- (a) VTL (b) BNS (c) BOT (d) S/W (e) I/C

10. FILL IN THE BLANKS

Fill in the blanks with most appropriate word:

[5]

3. 2072 Supp Q.No. 2

- a. Fresh fruits and nuts are served in course. (entremet/ dessert)
 b. Most spirits are matured in wooden (cask/box)
 c. Parquet flooring are made of (stone/ wood)
 d. rooms require turndown service. (vacant/ occupied)
 e. is used for straining. (Chinois/ Spatula)

[5]

4. 2070 Set C Q.No. 3

- a. Valet is also known as (laundry attendant/ room attendant)
 b. Master folio is an account used to record guest account. (group/ individual)
 c. Brunoise is cuts of vegetable. (dice/ strip)
 d. American service is also known as: (right hand service/ left hand service).
 e. Sherry is a (sparkling wine, fortified wine)

[5]

5. 2066 Q.No 3

- a. Bin card is used in (Food store Rack/reservation Rack)
 b. Russian salad is prepared of vegetable (Macedoine/Julienne)
 c. Crib rate is applicable for... .. (Adult/Child)
 d. Carpet has bulky continuous filament (Tufted/Woven)
 e. Travellers cheque is produced by (Banks/Travel agents)

[5]

6. 2065 Q.No. 3

- a. VTL is prepared on basis.
- b. Puree soup is garnished with
- c. Occupied room is serviced times a day.
- d. Standard height of dining chair is inches.
- e. Consomme is a soup.

[5]

7. 2063 Q.No. 5

- a. Purpose and of reservation.
- b. Security through handling.
- c. Production of and spirits
- d. Occupied and room cleaning.
- e. Simple and salad.

[5]

Question Bank Nepal