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Name.....

Reg. No.....

**SIXTH SEMESTER U.G. DEGREE EXAMINATION, MARCH 2024**

(CBCSS—UG)

Hotel Management and Culinary Arts

BHC 6B 12—COMPREHENSIVE SELF STUDY

(2020 Admission onwards)

Time : Two Hours

Maximum : 100 Marks

*Answer any **hundred** questions.**Each question carries 1 mark.*

1. The term a la carte means :
  - a) A set menu without any alternatives beverages.
  - b) A series of dishes as chosen by a customer and cooked to order.
  - c) A carte du jour menu inclusive of coffee and service charge.
  - d) A prix-fixe menu with several choices on each course customer.
2. Which well-known cocktail is made of vodka and tomato juice :
  - a) Bloody Mary.
  - b) Manhattan.
  - c) Harvey Wallbanger.
  - d) White Lady.
3. Petits fours are served :
  - a) With the coffee.
  - b) With the soup.
  - c) With the aperitif before a meal.
  - d) Halfway through a meal, with the sorbet.
4. Focaccia' is a type of what ?
  - a) Bread.
  - b) Cheese.
  - c) Meat.
  - d) Pasta.

**Turn over**

5. This consists of two lists of holidays and package concept. The candidate has to match an item in one list with an item in the other

## List-I

- (i) Welcome break
- (ii) Mahindra holidays
- (iii) Palace on wheels
- (iv) Duniya Dekho

- a) 2, 1, 4, 3.
- b) 4, 1, 2, 3.

## List-II

- (1) Time share concept.
- (2) Accommodation package.
- (3) Cox and Kings.
- (4) RTDC and Indian railway.

- c) 2, 1, 3, 4.
- d) 3, 1, 4, 2.

6. The ideal storage temperature for egg ?

- a) 2 to 5 degrees centigrade.
- b) 4 to 6 degrees centigrade.
- c) 1 to 6 degrees centigrade.
- d) 0 to 2 degrees centigrade.

7. Which section in a kitchen supplies tea or coffee ?

- a) Still room.
- b) Cold room.
- c) Hot range.
- d) Confectionary.

8. An order is found in :

- a) House-keeping.
- b) Room service.
- c) Front Office.
- d) None of these.

9. A bisque soup is made of :

- a) Scallops, sturgeon or clams.
- b) Mussels, oysters and cockles.
- c) Lobster, crab or prawns.
- d) Potted shrimps, squid and scampi.

10. The term "catering" refers to :

- a) Setting up a banquet operation.
- b) Selling a banquet function.
- c) Serving a banquet operation.
- d) All of these.

11. World Tourism Day was observed on \_\_\_\_\_, 2017.
- a) 27<sup>th</sup> September.                      c) 7<sup>th</sup> August.  
b) 25<sup>th</sup> September.                      d) 14<sup>th</sup> July.
12. What is the function of yeast in bread making ?
- a) It makes the dough rise.                      c) It makes the dough shrink.  
b) It makes clean up easier.                      d) It shorten the baking time.
13. Which of the hotel chain is owned by Tata ?
- a) Oberoi.                                      c) Taj.  
b) Sheraton.                                      d) Trident.
14. Which of the following types of hotels is least likely to offer uniformed guest services ?
- a) World class service hotels.                      c) First-class service hotels.  
b) Mid-range service hotels.                      d) Economy/limited service hotel.
15. HACCP certificate in hotels stands for :
- a) Hazard Analysis and Critical Control Point.  
b) Health Analysis and Critical Control Point.  
c) Hazard Analysis and Crucial Control Point.  
d) Health Analysis and Crucial Control Point.
16. Which state has the maximum number of heritage hotels in India ?
- a) Rajasthan.                                      c) Uttar Pradesh.  
b) Karnataka.                                      d) Maharashtra.
17. A computerized system used to access information about schedules, availability, fares and other travel for materials known as \_\_\_\_\_.
- a) Check in.                                      c) Computer reservation system.  
b) Booking.                                      d) Check-out.
18. Which of the following software is used in hotels ?
- a) Opera.                                      c) Amadeus.  
b) Shawman.                                      d) All of the above.

**Turn over**

19. The first hotel in India :
- a) Taj Mahal Palace.
  - b) Marriott.
  - c) Leela.
  - d) Oberoi.
20. A hotel room with all guest rooms occupied is called :
- a) Green House.
  - b) Houseful.
  - c) Full House.
  - d) None of these.
21. Park Bangalore is which type of hotel :
- a) Eco hotels.
  - b) Heritage hotel.
  - c) Boutique hotel.
  - d) None of these.
22. There are two main differences between Hotel and Restaurant food services :
- a) Room service, multiple restaurants.
  - b) Banquet service, multiple restaurants.
  - c) Room service, banquet service.
  - d) Room service, staffing.
23. Which one of the following is a function of a travel agent ?
- a) It acts as a ground operator.
  - b) It deals with foreign exchange.
  - c) It retails the package tour.
  - d) It is accountable to the cancellation of tour
24. Which one of the following hotel faced terrorist attack :
- a) Taj Gateway.
  - b) Taj Mumbai.
  - c) Taj Trident.
  - d) None of these.
25. Which one of the following would authorize the payment of refunds to guests ?
- a) Front Office Supervisor.
  - b) Night Porter.
  - c) Duty Manager.
  - d) Front Office Manager.



33. Real pate de foie gras is made from :
- a) Fattened goose liver.
  - b) Duck livers in a pastry crust.
  - c) Best quality calfs liver.
  - d) Venison flesh and salt pork fat
34. Which of the following groups of nuts is correct for dessert ?
- a) Chestnuts, coconuts, pecans.
  - b) Almonds, walnuts, brazils.
  - c) Pistachios, macadamia, pine kernels.
  - d) Peanuts, filberts, cashews.
35. State which of the following dishes is eaten raw :
- a) Contrefilet bouquetiere.
  - b) Steak tartare.
  - c) Entrecote minute.
  - d) Tournedos Rossini.
36. The term 'Sustainability' entails :
- a) A belief in limitless resources.
  - b) A strong commitment to a laissez-faire economy.
  - c) The faith in the problem-solving abilities of science and technology.
  - d) The need to satisfy the needs of current and future generations.
37. In tourism marketing "Destination facilities" consider to be an element of :
- a) Core benefit.
  - b) Expected product.
  - c) Generic product.
  - d) Augmented product.
38. Classification of hotels are the carried out by :
- a) Department of Tourism, Government of India.
  - b) India Tourism Development Corporation.
  - c) Federation of Hotel and Restaurant Association of India.
  - d) State Department of Tourism.

39. American service is otherwise called :
- a) Guardian Service.
  - b) Chain Service.
  - c) Plate Service.
  - d) None of these.
40. Name a country where we can see a capsule hotel :
- a) China.
  - b) Malaysia.
  - c) Japan.
  - d) None of these.
41. The term restaurant originated in :
- a) America.
  - b) Germany.
  - c) England.
  - d) Italy.
42. Customers who want to stay for a longer period prefer :
- a) Commercial Hotels.
  - b) Residential Hotels.
  - c) Resort Hotel.
  - d) Motels.
43. A wholesaler who sells package tours is called a \_\_\_\_\_.
- a) Travel Agent.
  - b) Tour operator.
  - c) Travel agency.
  - d) None of the above.
44. Who is the head of the Housekeeping department ?
- a) Chef De Cuisine.
  - b) Engineer.
  - c) Executive Housekeeper.
  - d) None of these.
45. Recaud means :
- a) A type of dish.
  - b) A type of serving bowl.
  - c) An alcohol store.
  - d) None of these.
46. A shuttle service to the airport is a typical feature of which type of hotel ?
- a) Resort.
  - b) Casino Hotel.
  - c) Airport Hotel.
  - d) None of these.
47. The place in a hotel where alcoholic beverages and snacks are served is :
- a) Banquet.
  - b) Bar.
  - c) Lobby.
  - d) Coffee shop.

**Turn over**

48. Which is the hotel on wheels :
- a) Motel.
  - b) Floatel.
  - c) Rotel.
  - d) Airtel.
49. Food or beverages served in guest room is known as \_\_\_\_\_.
- a) Full service.
  - b) Service station.
  - c) Room service.
  - d) None of these.
50. A hotel employee who handles restaurant and tour reservations, travel arrangements etc is :
- a) House-keeper.
  - b) Concierge.
  - c) Chef De Cuisine.
  - d) None of these.
51. Las Vegas is the best example for :
- a) Casino Hotels.
  - b) Budget Hotels.
  - c) Heritage Hotels.
  - d) None of these.
52. Gueridon is a ?
- a) Trolley.
  - b) Vessel.
  - c) Tray.
  - d) None of these.
53. The person who cleans the kitchen is :
- a) Utility worker
  - b) Pot washer
  - c) Dish washer.
  - d) Kitchen steward.
54. Who is known as the Father of the Travel Agency Business :
- a) Thomas Cook.
  - b) Lee and Muirhead.
  - c) Jeena and Co.
  - d) Cox and kings.
55. MICE stands for :—
- a) Meetings Incentives Conferences Exhibitions.
  - b) Meetings Incentives Conferences Expenditure.
  - c) Meetings Incentives Customer Expositions.
  - d) Money Incentives Conferences Expositions.



56. A business lounge will be found in a \_\_\_\_\_ hotel.
- a) Independent Hotel.
  - b) Business Hotel.
  - c) Resort Hotel.
  - d) None of these.
57. A property which provides full ownership of units is called a :
- a) Time share.
  - b) Bed and Breakfast.
  - c) Condominiums.
  - d) None of these.
58. Earliest lodging places are called :
- a) Inns.
  - b) Motels.
  - c) Restaurants.
  - d) None of these.
59. Example of a floating hotel is :
- a) Resort.
  - b) Houseboat.
  - c) Motels.
  - d) None of these.
60. Vacation homes found in Switzerland are called :
- a) Condominiums.
  - b) Caravans.
  - c) Chalets.
  - d) None of these.
61. "CVGR" is a terminology used in accommodation sector to indicate :
- a) Cumulative Variable Gross Ratio.
  - b) Company Volume guaranteed rate.
  - c) Company Variable Group Ratio.
  - d) Company Volume Group Reservation.
62. Assertion (A) : Cocktails and mock tails are included in the bar menu to create variety and choices in the bar menu.
- Reason (R) : Cocktails and mock tails are included in the bar menu for alcoholic and non-alcoholic guests.
- a) Both (A) and (R) are true.
  - b) (A) is true but (R) is false.
  - c) Both (A) and (R) are true, but (R) is not the correct explanation.
  - d) (A) is false but (R) is true.

**Turn over**

63. The physical carrying capacity :
- a) Determines how much use a site can absorb, such as roads, car parks or attractions.
  - b) Relates to the tourist experience.
  - c) Relates to flora and fauna, and is based on solid scientific evidence.
  - d) Is the most difficult type of carrying capacity to measure.
64. Which of the following countries received the most international tourist arrivals ?
- a) U.S.A.
  - b) France.
  - c) U.K.
  - d) Italy.
65. What is "Agilo" ?
- a) Garlic.
  - b) Onion.
  - c) Wine.
  - d) Tomatoes.
66. Which term refers to a dining system where the guest serve themselves :
- a) Back bar.
  - b) Cocktail.
  - c) Banquet.
  - d) Buffet.
67. Which term is an American term for 'Alcohol Bar' ?
- a) Back bar.
  - b) Dram shop.
  - c) Banquet.
  - d) Deli.
68. The hotel diary is a part of :
- a) Personal event diary.
  - b) Reservation system.
  - c) Record of activities.
  - d) Record of past event.
69. What is used as the benchmark quotation of a hotel's room rate ?
- a) Corporate Rate.
  - b) Discount Rate.
  - c) Restricted Rate.
  - d) Rack Rate.
70. A guest folio is :
- a) A guest bill.
  - b) A guest resume.
  - c) A guest report.
  - d) A guest history.



79. A Front Office Manager of a full-service hotel is responsible for which departments ? Choose from the lists below :
- a) Reservations, front desk, communications, night audit.
  - b) Reservations, front desk, communications, uniformed services.
  - c) Reservations, front desk, transportation, uniformed services.
  - d) Reservations, communications, uniformed services, concierge services.
80. Hotels established on luxury liners or ship :
- a) Airport hotel.
  - b) Suburban hotel.
  - c) Motel.
  - d) Floating hotel.
81. A legacy of the British Raj, these were built as rest houses for colonial official across the country as well as in remote areas and scenic locales :
- a) Dak bungalow.
  - b) Lodges.
  - c) Sarai.
  - d) Yatri nivas.
82. Resort hotels distinguish themselves from most other types of hotels by providing :
- a) Kitchen amenities.
  - b) Special activities such as horseback riding.
  - c) Food and beverage services.
  - d) Conference and meeting rooms.
83. FSSAI stands for :
- a) Food Safety and Standards Authority of India.
  - b) Food Safety Storage Authority of India.
  - c) Food Safety Satisfy All India.
  - d) Food Storage Safety Authority of India.
84. What is the best definition of hospitality ?
- a) Service.
  - b) Businesses that provide services to people who are traveling.
  - c) Meeting the anticipation needs of our guests with kindness and goodwill.
  - d) A special room that is used to serve refreshments to groups of people.



93. Chef poissonier specializes in :
- a) Vegetarian.
  - b) Meat.
  - c) Fish preparation.
  - d) None of these.
94. Modest hotel situated away from the centre of the city or located at a remote destination :
- a) Dark bungalow.
  - b) Lodges.
  - c) Sarai.
  - d) Yattrinivas.
95. Which one is Asia's first Ecohotel ?
- a) Orchid Mumbai.
  - b) Park Bangalore.
  - c) Jai Mahal.
  - d) None of these.
96. What are Rotels ?
- a) Hotel on train.
  - b) Hotel on water.
  - c) Hotel on air.
  - d) Hotel on land.
97. How much percentage of starch in wheat ?
- a) 19 %.
  - b) 80 %.
  - c) 70 % .
  - d) 100 %.
98. Thank you for being 'AWESOMELY UNORDINARY' has been the tag line of which Indian Origin hotel chain, celebrating its 50 years, for guests, associates and partners in 2017-18 ?
- a) The Park Group of Hotels.
  - b) The Taj Group of Hotels.
  - c) The Oberoi Group of Hotels.
  - d) The ITC Welcome group of Hotels.
99. Leisure, Business and Home-based are the three main types of what ?
- a) Hotels.
  - b) Travel Agents.
  - c) Resorts.
  - d) Tour Operators.
100. A personal item carried by a traveler, known as :
- a) Allowance.
  - b) Baggage tag.
  - c) Baggage.
  - d) None of these.



109. A density chart is used in hotels for :
- a) Controlling hotels staff.
  - b) Verifying the usage of hotel linen.
  - c) Referring the availability of hotel rooms of particular type.
  - d) Controlling the hotel facilities.
110. Room situated near the swimming pool with facilities for changing is called as :
- a) Queen room.
  - b) Patio.
  - c) Double-double room.
  - d) Cabana.
111. Double occupancy means :
- a) Two people sharing one room.
  - b) Two guests asked to share one room.
  - c) A room which is booked twice.
  - d) Over booking.
112. When was the first hotel in India established ?
- a) 1903.
  - b) 1947.
  - c) 1803.
  - d) 1957.
113. S.O.P. stands for ?
- a) Self-Operating Procedure.
  - b) Standard Operating Procedure.
  - c) Service Operator Process.
  - d) All of above.
114. Which kind of F and B service includes partial cooking and preparation ?
- a) On premise.
  - b) Room service department.
  - c) Off premise.
  - d) Bar and lounge.
115. Menu planning is done by \_\_\_\_\_.
- a) Head chef.
  - b) F and B Manager.
  - c) Restaurant manager.
  - d) General Manager.



116. Services are typically produced and consumed simultaneously. This is an example of the \_\_\_\_\_ characteristic of services.
- a) Intangibility.
  - b) Inseparability.
  - c) Variability.
  - d) Heterogeneity.
117. Which among the following is not a dry cooking method ?
- a) Broiling.
  - b) Baking.
  - c) Poaching.
  - d) Roasting.
118. A hotel chain is :
- a) Hotels connected to each other.
  - b) Part of a group with hotels in different locations
  - c) Hotels in difficult centres/parts of the country.
  - d) Small hotels.
119. What is the main feature of a time share establishment ?
- a) It is a private property.
  - b) It is a facility of one star grade.
  - c) Its rooms / resources are shared by guests / tourists according to specified time schedules.
  - d) None of these.
120. What is the other name for English Service ?
- a) Silver Service Style.
  - b) Gueridon Service Style.
  - c) Buffet Service Style.
  - d) Tray Service Style.