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(Pages : 16)

Name.....

Reg. No.....

**SIXTH SEMESTER U.G. (CBCSS—UG) DEGREE EXAMINATION
MARCH 2024**

Hotel Management and Catering Science
BSH 6B 12—COMPREHENSIVE SELF STUDY
(2020 Admission onwards)

Time : Two Hours

Maximum : 100 Marks

*Answer any 100 questions.
Each question carries 1 marks.*

1. _____ is the process of gathering information from the guest that is mandatory as per law.
 - (a) Reservation.
 - (b) Guest data collection.
 - (c) Post arrival.
 - (d) Registration.
2. The information gathered during the process of registration is known as _____.
 - (a) Guest history.
 - (b) Feedback.
 - (c) Registration record.
 - (d) Guest data entry.
3. _____ is obliterating a reservation that had been done by a guest with a hotel.
 - (a) Cancellation.
 - (b) Room booking.
 - (c) Check in.
 - (d) Check out.
4. The hotels which rotate on wheels are called _____.
 - (a) Motel.
 - (b) Rotel.
 - (c) Floatel.
 - (d) Boatel.
5. This type of meal plan include room rate only _____.
 - (a) En-pension.
 - (b) Halfboard.
 - (c) Full board.
 - (d) European plan.
6. The organization structure of front office is built upon which of the following pillars :
 - (a) Division of Labour.
 - (b) Type of leadership.
 - (c) Span of control.
 - (d) Both (a) and (c).

Turn over

7. _____ is an area just inside a hotel, where people can meet and wait'.
- (a) Desk. (b) Reception.
(c) Lounge. (d) Lobby.
8. _____ is responsible for organizing and supervising a shift and providing fast and efficient front desk service.
- (a) Lobby manager. (b) FO supervisor.
(c) Receptionist. (d) Assistant manager.
9. He provides information services and other help to guests as per the standards of the establishment _____.
- (a) Valet parking attendant. (b) Bell boy.
(c) Concierge. (d) Door man.
10. _____ is the term used to specify the room rate threshold within the overall structure.
- (a) Room rate designation. (b) Room rate construction.
(c) Room rate model. (d) Room rate valuation.
11. _____ is most common way of fixation of tariff.
- (a) 12 Noon check in and checkout Basis.
(b) Twenty-Four Hours Basis.
(c) Night Basis.
(d) Day basis.
12. This is popular in the airline industry, but a relatively new concept in the hospitality industry.
- (a) Seasonal rate. (b) Week day rate.
(c) Week end rate. (d) Advance purchase rate.
13. _____ is the popular plan adopted in Commercial and Transit Hotels.
- (a) EP. (b) CP.
(c) AP. (d) Both (a) and (b).

14. The term hotel was used for the first time by the _____.
- (a) French. (b) 5th Duke of Devonshire.
(c) John Montagu. (d) Romans.
15. The word hotel is derived from the French hotel which refer to _____.
- (a) Rest house. (b) Town house.
(c) Safe house. (d) Guest house.
16. TAV is a method of settling guest usually followed by _____.
- (a) Travel agency. (b) Motel.
(c) Airline industry. (d) Railway services.
17. _____ vouchers are treated equivalent to cash.
- (a) Paid out. (b) Credit card.
(c) Correction. (d) Cash.
18. Hotels display their room rent on _____.
- (a) Tariff board. (b) Brochure.
(c) Tariff card. (d) Rack card.
19. _____ is a promotional rate to attract the corporate market segment
- (a) Seasonal rate. (b) Advance purchase rate.
(c) Weekent rate. (d) Corporate rate.
20. _____ includes room rent and all meals (i.e. breakfast, lunch and dinner) :
- (a) American plan. (b) Modified American plan.
(c) Halfboard. (d) Bermuda plan.
21. _____ is a Technique used to Maximize Room Revenues.
- (a) Room management. (b) Sales management.
(c) Yield management. (d) Asset management.

Turn over

22. The Hotel Industry's Focus is shifting from High Volume Booking to high _____ booking.
- (a) Profit.
 - (b) Room.
 - (c) Sales.
 - (d) Margin.
23. Number of Rooms Occupied by more than 1 Person \div Total Number of Rooms Sold is :
- (a) Rate spread.
 - (b) Multiple occupancy percentage.
 - (c) Potential average rate.
 - (d) Achievement factor.
24. Fidelio is a type of _____ used in room management
- (a) Software module.
 - (b) Accounting interface.
 - (c) Search engine.
 - (d) Processor.
25. Fantasia, is an example of _____.
- (a) PMS.
 - (b) CRS.
 - (c) GDS.
 - (d) HIS.
26. _____ Key operates all sections on the floor/ floors supervised by the particular supervisor.
- (a) Master key.
 - (b) Emergency.
 - (c) Grand master.
 - (d) Floor.
27. TAV is used by _____.
- (a) FIT.
 - (b) DIT.
 - (c) Travel agents.
 - (d) International tourist.
28. Which of the following is not a method of settling hotel bill ?
- (a) Cash.
 - (b) Credit card.
 - (c) Travellers cheque.
 - (d) Bitcoin.

29. _____ is used to locate a guest in a hotel.
- (a) Paging board. (b) Messaging.
(c) MMS. (d) Texting.
30. A Domestic traveler who makes his own travel arrangements is called as :
- (a) FIT. (b) IT.
(c) GIT. (d) VIT.
31. Which of the following is “front of the house area” ?
- (a) Linen room. (b) Laundry.
(c) Lobby. (d) Kitchen stewarding.
32. _____ is given out for guest use at no extra cost.
- (a) Extra bed. (b) Fruit basket.
(c) Movie tickets. (d) Liquor.
33. _____ section should be small and airy with cupboards to store guest articles lost and may be claimed later.
- (a) Tailor room. (b) Desk control.
(c) Linen room. (d) Lost and found section.
34. _____ is the process of reducing guest property theft and other security-related incident by careful monitoring and tracking the use of key.
- (a) Key control. (b) Room control.
(c) Theft control. (d) Security control.
35. _____ is composed of loose particle deposited from the air.
- (a) Dirt. (b) Tarnish.
(c) Foreign matter. (d) Dust.
36. Which of the following is not a “dirty dozen” ?
- (a) Door knobs. (b) Top of picture frames.
(c) Behind the WC bowl. (d) Rear surface of doors.

Turn over

37. _____ is the area provided as a common meeting point for Guest near the reception.
- (a) Bell desk. (b) Registration.
(c) Lobby. (d) Lounge.
38. _____ is technically also a type of detergent and is the most widely used fabric.
- (a) Bleach. (b) Soap.
(c) Stiffening agent. (d) Organic solvent.
39. Borax is an example of _____ cleaning agent.
- (a) Acid. (b) Polish.
(c) Alkaline. (d) Abrasive.
40. _____ is employed to clean and care for bedrooms room attendant.
- (a) Valet. (b) Runner.
(c) Janitor. (d) Chamber maid.
41. _____ measures the relationship between food sales and beverage sales to the number of customers served.
- (a) Sales mix. (b) Ratio to sales.
(c) Average spending power. (d) Productivity index.
42. _____ bar has a dual function: as a decorative display area and as a hard-working storage space.
- (a) Front. (b) Back.
(c) In-flight. (d) Under.
43. _____ monitors all of the drinks sold and calculates the quantity of spirit needed to produce the drinks.
- (a) Standard sale. (b) Percentage system.
(c) Inventory. (d) Standard cost system.

44. _____ is a term used to describe a large formal occasion.
- (a) Meeting. (b) Function.
(c) Banquet. (d) Ballet.
45. Which of the following is not necessary for fermentation ?
- (a) Sugar. (b) Yeast.
(c) Temperature. (d) Humidity.
46. _____ is a process of simultaneous evaporation and condensation of liquid or mixture of liquids to purify them.
- (a) Fermentation. (b) Distillation.
(c) Filtration. (d) Titration.
47. _____ refers to the plucking of grapes.
- (a) Château. (b) Vitis.
(c) Vintage. (d) Viticulture.
48. _____ is a black beer achieved by roasting malt
- (a) Lager. (b) Stout.
(c) Porter. (d) Ale.
49. _____ is obtained by the distillation of fermented grape juice
- (a) Brandy. (b) Gin.
(c) Whisky. (d) Sherry.
50. _____ is the stock level of each liquor, wine, and beer to be maintained at the bar at all times
- (a) Closing stock. (b) Opening stock.
(c) Par stock. (d) Minimum stock.
51. Which of the following is an example of Public area ?
- (a) Laundry. (b) Elevator.
(c) Staff canteen. (d) Food service areas.

Turn over

52. This room stocks the uniform in urgent use _____.
- (a) Uniform room. (b) Linen store room.
(c) Linen room. (d) Tailor's room.
53. _____ is the main communication centre of the Housekeeping.
- (a) House keeper office. (b) Control desk.
(c) Floor pantry. (d) Floor room.
54. _____ is the process facilitates a two-way communication between the management and the staff.
- (a) Be-briefing. (b) Message.
(c) Briefing. (d) Texting.
55. _____ is the linen and uniform required to meet the daily demands.
- (a) Par stock. (b) Complete stock.
(c) Minimum stock. (d) Daily demand stock.
56. Size of double bed sheet is _____ cms.
- (a) 225 × 270. (b) 270 × 295.
(c) 295 × 315. (d) 203 × 295.
57. Size of bath mat is _____ cms.
- (a) 30 × 30. (b) 38 × 60.
(c) 75 × 135. (d) 60 × 90
58. _____ service is provided by the housekeeping dept, in the evening shift.
- (a) Daily cleaning. (b) Turn down.
(c) Vacant room cleaning. (d) Occupied room cleaning.
59. _____ are self service laundries usually found in motels.
- (a) On-premise laundry. (b) Off-premise laundry.
(c) Laundromats. (d) Contract laundry.

60. ——— are produced by twisting or spinning of the textile fibres.
- (a) Fabrics. (b) Woven fabrics.
(c) Yarn. (d) Weave.
61. ——— are caused by animal products such as blood, eggs, milk and meat.
- (a) Acidic stain. (b) Mineral stain.
(c) Animal stain. (d) Vegetable stain.
62. Which of the following is man-made fiber ?
- (a) Wool. (b) Cotton.
(c) Rayon. (d) Silk.
63. ——— is the ability of stretched material to return immediately to its original size of a fiber.
- (a) Elasticity. (b) Crimp.
(c) Luster. (d) Resilience.
64. ——— are very lightweight vacuums without a motor-driven beater brush.
- (a) Dusttets. (b) Suction cleaners.
(c) Suction cleaners. (d) Electric broom.
65. ——— are used for the transfer of clean linen from the laundry to the linen room
- (a) Laundry sac. (b) Linen trolley.
(c) Maids cart. (d) Both (a) and (c).
66. ——— is the skin of the chamois goat antelope, used in wet cleaning windows and mirrors.
- (a) Scrim. (b) Chamois leather.
(c) Drugget. (d) Hearth.
67. ——— are also called carpet sweepers and are used for sweeping up dust and litter from soft floor coverings.
- (a) Broom. (b) Soft broom.
(c) Box sweepers. (d) Feather brushes.

Turn over

68. _____ is the simplest cleaning agent.
- (a) Bleach. (b) Detergent.
(c) Abrasive. (d) Water.
69. _____ is in charge of dry cleaning of the hotel linen and guest clothing.
- (a) Laundry. (b) Linen room.
(c) Dry cleaners. (d) Laundry men.
70. _____ is a part of the Key Security System to be followed by the housekeeping department.
- (a) Log book. (b) Key control register.
(c) Memo book. (d) Both (a) and (b).
71. _____ cigars are regarded as best in the world.
- (a) Havanna. (b) Italian.
(c) Spanish. (d) Mexican.
72. _____ cigars come in irregular shapes.
- (a) Pyramid. (b) Perfecto.
(c) Figurado. (d) Parejo.
73. _____ are important to serve more than one meal in the room.
- (a) Racks. (b) Trolley.
(c) Trays. (d) Cart.
74. In this system, the proof is equal to the percentage of alcohol in the spirit.
- (a) OIML. (b) British proof.
(c) GL system. (d) Canadian proof.
75. Water of Life is the term given to which of the following spirit ?
- (a) Rum. (b) Vodka.
(c) Brandy. (d) Whiskey.

76. _____ is meant to stimulate appetite.
- (a) Wine. (b) Sprints.
(c) Digestives. (d) Aperitif.
77. _____ is an orange flavoured Italian aperitif.
- (a) Campari. (b) Byrah.
(c) Fernet Branca. (d) Amer Picon.
78. _____ is a Caraway flavoured Liqueur.
- (a) Sambuca. (b) Kummel.
(c) Strega. (d) Southern comfort.
79. Beer is derived from an Anglo-Saxon word called _____.
- (a) Beurre. (b) Berry.
(c) Baere. (d) Brew.
80. _____ is termed as "Killer drink".
- (a) Rum. (b) Calvados.
(c) Cider. (d) Tequila.
81. Alcoholic beverages are drinks that contain _____.
- (a) Ethanol. (b) Methanol.
(c) Aldehyde. (d) Only (a) and (b).
82. According to OML scale, if alcohol percentage is 8 – 15 % it is termed as _____.
- (a) Reduced alcohol. (b) Beer.
(c) Liqueur. (d) Wines.
83. Sake is a strong (18 %), slightly sweet, form of beer made from _____.
- (a) Wheat. (b) Rice.
(c) Cashew. (d) Apple.

Turn over

84. Made in Scandinavia from potatoes or grain and flavoured with herbs, mainly caraway seeds.
- (a) Eau de Vie. (b) Himbergeist.
(c) Aquavit. (d) Framboise.
85. Generic term for English styles top fermented beer, Copper coloured or darker. Served at room temperature.
- (a) Stout. (b) Pilsner.
(c) Ale. (d) Porter.
86. ——— is made chiefly from corn or wheat with a small percentage of barley and barley malt and distilled in patent still
- (a) Grain Whisky. (b) Malt Whisky.
(c) Blended whisky. (d) Irish whisky.
87. Whiskey is named after the county in Kentucky.
- (a) Scotch. (b) Bourbon.
(c) Canadian. (d) Blended.
88. Which of the following not a method of grading Cognac?
- (a) Alphabet System. (b) Star System.
(c) Legal Terms. (d) OMIL.
89. After-dinner spirit is ———.
- (a) Rum. (b) Vodka.
(c) Brandy. (d) Sherry.
90. Which of the following is not a cover for Cream Tea ?
- (a) Teacup, saucer and teaspoon.
(b) Teapot and hot water jug stands.
(c) Side knife.
(d) Dessert fork.

91. _____ introduce water (in the form of steam) into the cooking chamber.
- (a) Steam oven. (b) Bain Marie.
(c) Chafing dish. (d) Steamers.
92. _____ are used for heating plates and serving dishes and for keeping food hot.
- (a) Pressure fryer. (b) Double deep fryer.
(c) Hot cupboard. (d) Hot plate.
93. _____ is virtually a list of dishes planned for production in a catering operation.
- (a) Meal. (b) Menu.
(c) Feeding outlet. (d) Display board.
94. _____ helps in the accurate calculation of food costs.
- (a) Equipment selection. (b) Supplier selection.
(c) Kitchen planning. (d) Menu planning.
95. A menu needs to be constructed in a _____.
- (a) Flexible manner. (b) Systematic manner.
(c) Both (a) and (b). (d) Only (b).
96. This is of critical importance for minimizing or eliminating disruption in food production activities.
- (a) Continuity of supply. (b) Availability.
(c) Price stability. (d) Security of stock/inventory.
97. Mid-day meal programme was introduced to feed _____.
- (a) Canteen workers. (b) Government staff.
(c) College students. (d) School children.
98. Members of senior management in companies have food in a separate area sometimes referred to _____.
- (a) Lounge. (b) A grade Dining room.
(c) Executive Dining Room. (d) Special dining room.

Turn over

99. _____ is a place where Wazwan is the aromatic celebratory banquet meal with thirty-six tasty dishes
- (a) Maharashtra. (b) Gujarat.
(c) Kashmir. (d) West Bengal.
100. Five spice mixture combination, is known as panch- phoran in _____.
- (a) Odisha. (b) Bihar.
(c) Bengal. (d) Goa.
101. _____ contain a small Rasagolla and sorted by a layer of Chenna and powdered khoya.
- (a) Kulfi. (b) Kala jamun.
(c) Kaju Kalash. (d) Kheer Kadam.
102. Kalmi kebab, a popular snack in South Asian cuisine, is made by marinating chicken _____.
- (a) Wings. (b) Breast.
(c) Drumstick. (d) Thigh.
103. In India, the tandoor is also known by the name of _____.
- (a) Bhatti. (b) Tonir.
(c) Tone. (d) Both (a) and (b).
104. Steamed cake of rice grains (thari) and coconut milk is _____.
- (a) Kadumputtu. (b) Thaliya Putt.
(c) Pattiri. (d) Iddiappam.
105. Slightly thicker than Paratha, is made from Maize and is the size of chappathi.
- (a) Makkai Ki Roti. (b) Phulka.
(c) Laal roti. (d) Piaz ki Roti.
106. _____ is the sum of food consumed by a person or other organism.
- (a) Diet. (b) Dietary habit.
(c) Nutrition intake. (d) Both (b) and (c).

107. _____ are used for chopping vegetables or meat.
- (a) Chopper. (b) Cleaver.
(c) Mincer. (d) Mixer.
108. _____ is used for heavy pot wash.
- (a) Stainless steel. (b) Copper.
(c) Galvanized iron. (d) Polyethylene.
109. Menus are generally used cyclically in establishments with _____.
- (a) Floating customer. (b) Captive customer.
(c) Regular customer. (d) Repetitive customer.
110. _____ is based on a good work flow from the receipt of raw materials to the dishes finally brought and served to guest.
- (a) Kitchen plan. (b) Kitchen spacing.
(c) Kitchen layout. (d) Kitchen capacity.
111. Appam Chatti is an equipment used in _____ cuisine.
- (a) Tamil Nadu. (b) Karnataka.
(c) Andhra Pradesh. (d) Kerala.
112. Jaggery is a sweetening agent of _____ cuisine.
- (a) Kerala. (b) Andhra.
(c) Tamil Nadu. (d) Both (a) and (c).
113. Resources of quantity food cooking is _____.
- (a) Good equipment. (b) Service.
(c) Timings. (d) Both (a) (b) and (c).
114. _____ is cooking food by just-immersing them in water at 100°C.
- (a) Boiling. (b) Simmering.
(c) Heating. (d) Stewing.

Turn over

115. _____ was one of the earliest hotel group to commence in-flight caterers.
- (a) Hilton. (b) Hyatt.
(c) Marriot. (d) Holiday Inn.
116. The Provisional load in flight catering is placed _____ in advance.
- (a) 24 hours. (b) 36 hours.
(c) 18 hours. (d) 12 hours.
117. _____ is tailor made format in terms of relevant information to carry out work smoothly.
- (a) Purchasing. (b) Indenting.
(c) Costing. (d) Receiving.
118. Food prepared for a number more than 25 can be termed as _____ cooking.
- (a) Bulk. (b) Mass.
(c) Volume. (d) Quantity.
119. Places like hotels, restaurants, motels, and clubs, where the food is made and served for earning profits is termed as _____.
- (a) Commercial catering. (b) Social catering.
(c) Professional catering. (d) Industrial catering.
120. Social catering follows _____ type menu.
- (a) Seasonal. (b) Cyclic.
(c) Static. (d) Fixed.