

D 120167**(Pages : 17)****Name.....****Reg. No.....****SIXTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION, MARCH 2025****Hotel Management and Culinary Arts****BHC 6B 12—COMPREHENSIVE SELF STUDY****(2020 Admission onwards)****Time : Two Hours****Maximum : 100 Marks**

1. _____ has successfully tapped the Asian tourism market in terms with competition.
 - (a) Bangladesh.
 - (b) Malaysia.
 - (c) Singapore.
 - (d) India.
2. Accommodation units located near the Highways with Garage facilities are known as ?
 - (a) Cabana hotels.
 - (b) Motels.
 - (c) Downtown hotels.
 - (d) Casino Hotels.
3. Types of rooms mostly situated on the highest floors of hotel building are known as :
 - (a) Pent houses.
 - (b) Suit rooms.
 - (c) Parlour.
 - (d) Single room.
4. An American meal plan includes :
 - (a) All three meals.
 - (b) Breakfast only.
 - (c) Breakfast and Lunch.
 - (d) No meals included.
5. Skippers in hotel terminology means :
 - (a) Guest who reserves accommodation but fails to check in.
 - (b) Guest who is not paying the hotel bills.
 - (c) A walk in guest.
 - (d) None of these.
6. Which of the following section is mainly responsible for luggage handling of the guests ?
 - (a) Security.
 - (b) Banquet.
 - (c) Bell desk.
 - (d) Accounts.

Turn over

7. Which department is responsible for giving room keys to the guest on his arrival ?
- (a) Reception. (b) Reservation.
(c) Cashier. (d) Travel desk.
8. A guest who does not arrive to take a reservation is called as :
- (a) No Show. (b) Skipper.
(c) Guaranteed reservation. (d) Walk in guest.
9. A practice in hotels to take more bookings than the total available rooms is called as :
- (a) Overbooking . (b) Reservation by mistake.
(c) Skimming pricing. (d) None of the above.
10. A guest staying in a hotel can approach which section of the front office to book a flight ticket ?
- (a) Accounts. (b) F and B.
(c) Engineering. (d) Travel desk.
11. FRRO stands for :
- (a) Foreign Regional Registration Office.
(b) Foreigners Residing Registration Officer.
(c) Foreign exchange Region registration Office.
(d) None of the above.
12. Double occupancy means :
- (a) Two people sharing one room.
(b) A room which is booked twice.
(c) Two guests asked to share one room.
(d) Over booking.
13. Total room sales divided by the number of rooms sold represents _____ ?
- (a) Rack Rate. (b) Average Daily Rate (ADR).
(c) Room Occupancy %. (d) All of Above.

14. Guest Cycle - which one is correct sequence in below options ?
- (a) Registration-----Checked -In-----Reservation-----Checked Out.
 - (b) Reservation-----Checked -In-----Registration-----Checked Out.
 - (c) Reservation-----Checked Out-----Registration-----Checked In.
 - (d) Reservation-----Registration-----Checked -In-----Checked Out.
15. Who takes care of complaint handling ?
- (a) Travel desk.
 - (b) Receptionist.
 - (c) GRE.
 - (d) Both (b) and (c).
16. Minimum number of lettable rooms in five-star hotels is ?
- (a) 25.
 - (b) 10.
 - (c) 50.
 - (d) All of the above.
17. Which one of the following is not a public area in a hotel ?
- (a) Swimming pool.
 - (b) Coffee shop.
 - (c) Guest rooms.
 - (d) Lobby.
18. In hotel terminology "Clear rooms" are those rooms which are :
- (a) Cleaned rooms handed over to the Front Office for sale.
 - (b) Rooms received by Housekeeping for cleaning.
 - (c) Rooms reserved for hotel staff.
 - (d) Rooms meant for the storage of cleaning equipment's.
19. Where does a hotel maintain the registration record in :
- (a) Hard -bound Register.
 - (b) Loose leaf register.
 - (c) Guest registration card.
 - (d) All of these.
20. Cash disbursed by the front office on behalf of the guest is called :
- (a) IOU.
 - (b) Cash bank.
 - (c) Encashment.
 - (d) Paid-out.

Turn over

21. Which organisation in India is awards star ratings to hotels ?
- (a) HRACC. (b) FHRAI.
(c) IHM. (d) FICCI.
22. Professionals in this create and run many aspects of guest experience :
- (a) Hotel Management. (b) Hospitality Management.
(c) Hospital Management. (d) Tour Management.
23. _____ means any building equipped, used or advertised to the public as a place where sleeping accommodations are rented to temporary or transient guests.
- (a) Hospital. (b) Wash Room.
(c) Hotel. (d) None of the above.
24. _____ hotels are often noted for their upscale quality and extraordinary comfort.
- (a) One-star. (b) Three-star.
(c) Two-star. (d) Four-star.
25. Small sized hotels have _____ rooms.
- (a) 50. (b) 100.
(c) 500. (d) 200.
26. _____ hotels are located near the port of entry like bus stand, railway station, airport, sea port etc.
- (a) Chain. (b) Transit.
(c) Resort. (d) Commercial.
27. Freeway hotels are located in ?
- (a) Near Metro stations. (b) On highways.
(c) In rural villages. (d) Besides Hill stations.
28. A group of hotels that are owned or managed by one company is called :
- (a) Franchise Hotels. (b) Freeway Hotels.
(c) Referral chain Hotels. (d) Chain Hotels.

29. Sanatoria hotels provide :
- (a) Hotel cater and organize conference.
 - (b) Cater to guests who stays for long duration.
 - (c) Cater to the business traveller.
 - (d) Health clubs and spa.
30. Accommodation on wheels is known as :
- (a) Rotels.
 - (b) Motels.
 - (c) Chains.
 - (d) Hospice.
31. Lodging properties are a segment within the industry :
- (a) Tourism.
 - (b) Hospital.
 - (c) Hospitality.
 - (d) All of the above.
32. The ratio of guest rooms sold (including complementary no charge rooms) to guest rooms available for sale in a given time period :
- (a) Hotel Rate.
 - (b) Occupancy Rate.
 - (c) Room Rate.
 - (d) Rent.
33. _____ is the relationship between the guest and the host.
- (a) Hospitality.
 - (b) Hotel Management.
 - (c) Franchisee.
 - (d) Tourism Management.
34. A _____ is known for its leisure attraction.
- (a) Resort.
 - (b) Hospital.
 - (c) Hotel.
 - (d) Hospitality.
35. _____ is responsible for shifting of baggage of guests, within and out of the room.
- (a) Doorman.
 - (b) Bell Captain.
 - (c) Bellboy.
 - (d) Lobby Manager.
36. _____ is responsible for maintaining the guests bills and receiving payments when the guests checkout.
- (a) Front Office Cashier.
 - (b) Front Office Supervisor.
 - (c) Receptionist.
 - (d) Front Office Manager.

Turn over

37. Guestroom brigade means ?
- (a) Maintains cleanliness of foyer, lobby, front office and other common areas.
 - (b) Deposits misplaced luggage of guests.
 - (c) Upkeeps and cleans the guestrooms.
 - (d) Maintains landscape of the hotel and arranges flowers in rooms and at various places.
38. _____ deposits misplaced luggage of guests.
- (a) Guestroom brigade.
 - (b) Public area brigade.
 - (c) Lost and found section.
 - (d) Housekeeping management.
39. Which one of the following is not available in the in-flight menu ?
- (a) Beer.
 - (b) Red wine.
 - (c) White wine.
 - (d) Cigarettes.
40. Which restaurant chain was involved in a controversy related to beef follow ?
- (a) Mc Donalds.
 - (b) Nirulas.
 - (c) Kentucky Fried Chicken.
 - (d) Wimpey's.
41. One would find boatels in :
- (a) Manali.
 - (b) Srinagar.
 - (c) Loktak.
 - (d) Ooty.
42. Founder of Hotel Taj Mumbai was :
- (a) Jamshedji Tata.
 - (b) Ghanshyam Das Birla.
 - (c) Nusli Wadia.
 - (d) Dhiru Bhai Ambani.
43. Cabana means :
- (a) Studio room.
 - (b) Twin rooms.
 - (c) Triple room.
 - (d) Room attached to the swimming pool ride for changing or resting.

44. The DND cards in a maids trolley belong to :
- (a) Bathroom supplies. (b) Guest room supplies.
(c) Linen supplies. (d) Room service supplies.
45. FHRAI stands for ?
- (a) Federation of Hotel and Restaurant Association of India.
(b) Federation of Hospital and Restaurant Association of India.
(c) Federation of Hospitality and Restaurant Association of India.
(d) Federation of Hotel and Restaurant Association of Indonesia.
46. In ancient era small hotels in Switzerland were called as _____ ?
- (a) Huts. (b) Hotel.
(c) Chalets. (d) Tree House.
47. _____ era was referred as golden era of travel.
- (a) French Revolution. (b) Ancient.
(c) Modern. (d) Vedic.
48. The full form of Rev Par is ?
- (a) Revenue Per available room. (b) Revenue period.
(c) Revenue per accessible room. (d) Revenue point average ratio.
49. Hubbart formula for computing room rent was developed by :
- (a) Nikon Hubbart. (b) Rony Hubbart.
(c) Roy Hubbart. (d) Rex Hubbart.
50. ARR is the term used in hotel industry for identifying :
- (a) Average Revenue Rate. (b) Average Rack Rate.
(c) Average Room Revenue. (d) Actual Room Rate.
51. Identify an international franchise hotel chain :
- (a) Taj Group. (b) ITC Welcome Group.
(c) Marriots. (d) Lemon Tree.

Turn over

52. "Table d'hot" is a term related to :
- (a) Varied Buffet Services.
 - (b) Fixed number of items in a menu.
 - (c) Choice of items in a menu.
 - (d) Options for guest to prepare their own menu.
53. Regular published rate of a hotel or other travel service is called :
- (a) Room Rate.
 - (b) Rack Rate.
 - (c) Normal Rate.
 - (d) None of these.
54. The portion responsible for the landscapes and gardens of the hotel premises is :
- (a) Florist.
 - (b) Horticulturist.
 - (c) Public area supervisor.
 - (d) Gardener.
55. POSD stands for :—
- (a) Point of service delivery.
 - (b) Point of sales duration.
 - (c) Point of special days.
 - (d) None of these.
56. Itinerary is also known as :
- (a) Tour Plan.
 - (b) Tour Product.
 - (c) Travel Facilities.
 - (d) Tour services.
57. A tour accompanied by qualified, trained and experienced tour managers or guides is called :
- (a) Independent Tour.
 - (b) Incentivized Tour.
 - (c) Escorted Tour.
 - (d) Hosted Tour.
58. The value release or the acquisition of economic resources in order to take managerial decisions is called :
- (a) Tour.
 - (b) Services .
 - (c) Cost.
 - (d) None of these.

59. Assertion (A) : Creating sub brands technique that was developed in the hotel groups / chains for attracting various tourist segments.

Reason (R) : “Fortune” and “Vivanta” are the budget category hotels of Welcome group and Taj group of hotels.

- (a) Both (A) and (R) are true.
- (b) Both (A) and (R) are true, but (R) is not the correct explanation
- (c) (A) is true but (R) is false.
- (d) (A) is false but (R) is true.

60. The term leakage describes which phenomenon ?

- (a) Tourism expenditure that goes to the government (i.e. taxes).
- (b) Tourism expenditure that flows out of the host country.
- (c) Tourism expenditure that flows out of the tourist-generating country.
- (d) Tourism expenditure that is not calculated by the multiplier effect.

61. Gnocchi is a type of pasta, but with a main added ingredient. What is that main ingredient ?

- (a) Potato.
- (b) Parmesan.
- (c) Spinach.
- (d) Tomato.

62. Silverware can be polished using which of the following systems :

- (a) Gueridon.
- (b) Helitherm.
- (c) Ganymede.
- (d) Polivit.

63. The main use of a waiter's cloth is for :

- (a) Wiping customer's fingers after eating snails.
- (b) Polishing plates and glasses when laying them on the table.
- (c) Covering stains on the tablecloth.
- (d) Wiping spilt food from the carpet.

64. Horseradish sauce should be offered when serving :

- (a) Smoked mackerel.
- (b) Wiener schnitzel.
- (c) Fried whitebait.
- (d) Roast leg of lamb.

Turn over

65. A customer who orders Coeur de Filet would expect it to be :
- (a) Braised lambs heart.
 - (b) Stewed ox-tail.
 - (c) Fried calf's liver.
 - (d) Fillet of beef.
66. Grissini is another name for :
- (a) Small brioches.
 - (b) Melba toast.
 - (c) Thin breadsticks.
 - (d) Slices of French bread.
67. Sorbet is a :
- (a) Mild herb used in making stuffings.
 - (b) Refreshing water ice served midway through a banquet.
 - (c) Cold sauce served with globe artichokes.
 - (d) Continental smoked sausage.
68. A Chateaubriand is a :
- (a) Porterhouse steak.
 - (b) Thick rump steak.
 - (c) Thick salmon steak.
 - (d) Double- or treble-size fillet steak.
69. Canard à la Presse is :
- (a) Roast wild duck finished by the waiter.
 - (b) Pot-roasted Aylesbury duckling with herbs.
 - (c) Duck liver pate flavoured with Armagnac.
 - (d) Conserve of duck and goose with calvados.
70. A Mixed Grill consists of :
- (a) Pork chop, veal kidney, button mushrooms, pineapple ring, chips.
 - (b) Lamb cutlet and kidney, chipolata, bacon, tomato, mushroom, straw potatoes.
 - (c) Thin sirloin steak, fried onion-rings, slice of liver, fried egg, sausage, cress.
 - (d) Mutton chop, slice of black pudding, scrambled egg, fried bread, tomato.
71. The liqueurs used to prepare Crepes Suzette should be :
- (a) Kirsch and Maraschino.
 - (b) Curaao and Grand Marnier.
 - (c) Tia Maria and Benedictine.
 - (d) Glayva and Mamique.

72. The main accompaniments for caviar are :
- (a) Ratafia biscuits, quarters of lemon, grated Parmesan.
 - (b) Fingers of hot toast, melted butter, quarter of lemon.
 - (c) Brown bread and butter, oriental salt.
 - (d) Melba toast, mayonnaise, French mustard.
73. The best way to deal with a customer who complains about poor service is to :
- (a) Apologise.
 - (b) Offer him a free drink.
 - (c) Inform the head waiter.
 - (d) Try to make excuses.
74. A humidor is a box in which :
- (a) A hydrometer for measuring density of liquids is kept.
 - (b) All the gratuities given by customers are pooled.
 - (c) Waiter's checks are placed whilst waiting for the food.
 - (d) Cigars are kept in perfect condition.
75. The correct sequence of lay-out on a cafeteria counter is :
- (a) Main course, sweet, cash till, cutlery, paper napkins.
 - (b) Cold dish, soup, main dish, sweet, sundries, beverages.
 - (c) Snacks, vending machine, microwave oven, tray stand.
 - (d) Cutlery, trays, condiments, called order, cash till, water font.
76. A rognonnade is a :
- (a) Loin of veal cooked with the kidney in it.
 - (b) Hard roe of the sturgeon.
 - (c) Stew of lamb kidney, chipolata and mushrooms.
 - (d) Mixture of cockscombs and kidneys.
77. In which form of food service does the customer help himself from the dish held by a waiter :
- (a) A la carte.
 - (b) Family.
 - (c) Ala Russe.
 - (d) Banquet.

Turn over

78. Decaffeinated coffee may be defined as :
- (a) Strong because it contains chicory.
 - (b) Flavoured with figs in the Turkish style.
 - (c) Continental high roast made in a Cona machine.
 - (d) Having the stimulant caffeine removed.
79. Real pate de foie gras is made from :
- (a) Fattened goose liver.
 - (b) Best quality calfs liver.
 - (c) Duck livers in a pastry crust.
 - (d) Venison flesh and salt pork fat.
80. The term 'Menage' on the duty list refers to :
- (a) Slicing and buttering brown bread.
 - (b) Filling the cruets, preparing the lamps.
 - (c) Polishing cutlery and glassware.
 - (d) Making butter pats and Melba toast.
81. Which of the following is the most junior member of the brigade :
- (a) A chef d'etage.
 - (b) A dumb waiter.
 - (c) The demi-chef de rang.
 - (d) The commis debarrasseur.
82. Food and beverage service can be divided in categories :
- (a) 2.
 - (b) 3.
 - (c) 4.
 - (d) 5.
83. At which stage of food service should pre-dinner drink glasses be removed ?
- (a) After the bread has been eaten.
 - (b) Just before the main course is served.
 - (c) After wine has been ordered for the table.
 - (d) When the drink is finished.
84. The standard cocktail glass is often referred to as :
- (a) Flute.
 - (b) Martini.
 - (c) Hurricane.
 - (d) Old fashioned.

85. The machine that dispenses soft drinks is called a :
- (a) Pre-mix. (b) Post-mix.
(c) Prep mixer. (d) Distributor.
86. Eco-Tourism is also known as :
- (a) Volunteer tourism. (b) Responsible tourism.
(c) Ethnic tourism. (d) Pilgrimage tourism.
87. Which of the following is NOT a National Park ?
- (a) Kaziranga. (b) Gir.
(c) Eravikulam. (d) Parambikkulam.
88. Charminar in Hyderabad was constructed to commemorate the elimination of which disease ?
- (a) Plague. (b) Yellow fever.
(c) Leprosy. (d) Malaria.
89. Royal orient is operated by the Tourist Corporation of _____.
- (a) Orissa. (b) Gujarat.
(c) Delhi. (d) Agra.
90. Which city of Madhya Pradesh is associated with Kumbh Mela ?
- (a) Bhopal. (b) Indore.
(c) Gwalior. (d) Ujjain.
91. Splash Tourism is popularly known as :
- (a) Heritage tourism. (b) Dark tourism.
(c) Monsoon tourism. (d) Eco tourism.
92. The flagship hotel of ITDC located in Delhi is called _____.
- (a) The Ashok. (b) The Maurya.
(c) Grand Maratha. (d) The Kempinski.
93. The two aspects of a catering establishment are providing food and beverage and ?
- (a) Lodging facilities. (b) Customer service.
(c) Restaurant facilities. (d) Self service.

Turn over

94. Hors d'oeuvre-in a full-course dinner plan refers to the _____.
(a) Third course. (b) Second course.
(c) Last course. (d) First course.
95. _____ is the person in charge of serving the wine in a hotel restaurant.
(a) Bar man. (b) Sommelier.
(c) Wine server. (d) Concierge.
96. Jadoh is a delicacy that belongs to _____ cuisine.
(a) Khasi. (b) Meitei.
(c) Mizo. (d) Myanmarrese.
97. _____ is the term used in Sikhism for the community kitchen in a Gurdwara where a free meal is served to all the visitors.
(a) Langur. (b) Langar.
(c) Ruai. (d) Angur.
98. Cost that is related to specific cost object and economically traceable will be classified as :
(a) Line cost. (b) Staff cost.
(c) Direct cost. (d) Indirect cost.
99. Which financial statement displays the revenues and expenses of a company for a period of time ?
(a) Income statement. (b) Cash flow statement.
(c) Balance sheet. (d) Statement of stock holder's equity.
100. What is the method of summarizing and classifying the record of financial transaction in monetary terms ?
(a) Book keeping. (c) Auditing.
(c) Accountancy. (d) Cost accounting.
101. The most important goal of business communication is _____.
(a) Organizational goodwill. (b) Public relations.
(c) Receiver response. (d) Receiver understanding.

102. In tourism and hospitality parlance, the abbreviation PAX refers to :
- (a) Airport transfers.
 - (b) Travel passengers/guests.
 - (c) Hotel expenses.
 - (d) Per plate charges.
103. If a hotel accepts more bookings than the hotel can accommodate for a particular period, it is known as :
- (a) Occupation.
 - (b) Upselling.
 - (c) Overbooking.
 - (d) Reservations.
104. Late Night registrations must be handled according to :
- (a) Your mood.
 - (b) Customer mood.
 - (c) Anyway you want.
 - (d) Company policy.
105. A billing arrangement under which room charges include the guest room and all three meals; also called full pension or _____.
- (a) Continental Plan.
 - (b) Modified American Plan.
 - (c) English Plan.
 - (d) American Plan.
106. Which of the following is not the type of folio ?
- (a) Master Folio.
 - (b) Guest Folio.
 - (c) Employee Folio.
 - (d) Incidental Folio.
107. Which of the following provides the best proof of identity when accepting a traveler's cheque from a foreign guest ?
- (a) The guest passport.
 - (b) The guest cheque card.
 - (c) The guest driving license.
 - (d) The guest credit card.
108. The department normally responsible for servicing rooms :
- (a) Reception.
 - (b) Housekeeping.
 - (c) Portage.
 - (d) Maintenance.

Turn over

109. Room allocation means :

- (a) Having enough rooms.
- (b) Room status.
- (c) Securing a vacant ready room guest to occupy.
- (d) Room diary.

110. What is a motel ?

- (a) A small Hotel.
- (b) A small hotel on the highway where motorists check in.
- (c) A large hotel with packing facilities.
- (d) A hotel with a restaurant.

111. Name of the founder of Obroi Group of Hotel Chain :

- (a) Mahavir Singh Obroi.
- (b) Mahipal Singh Obroi.
- (c) Mohan Singh Obroi.
- (d) Mahipat Singh Broil.

112. UFTAA stands for _____.

- (a) United Federation of Travel Agents Association.
- (b) Universal Federation of Tourism Agent Association.
- (c) Universal Federation of Travel Agents Association.
- (d) None of these.

113. Which of the following is an example of Rotels ?

- (a) Deccan Odessey.
- (b) Shikaras.
- (c) Taj hotel.
- (d) Obroei hotel.

114. A hotel which is located in the centre of the city or within a short distance from business centre, shopping areas, theatres, public offices etc. is :

- (a) Down town hotel.
- (b) Sub urban hotel.
- (c) Motel.
- (d) Resort hotel.

115. Hotelier means :

- (a) Worker of the house keeping department.
- (b) Owner of the restaurant.
- (c) Manager of the front office.
- (d) A manager or owner of a hotel.

116. Lounge means :

- (a) Place to relax for hotel guest.
- (b) Place for food and beverage.
- (c) Place for deposit valuable things.
- (d) None of these.

117. Guests who stay in a hotel with concealing identities so as to avoid notice and formal attention is known as :

- (a) Incognito.
- (b) VIP.
- (c) Business travelers
- (d) None of these.

118. HCI is ?

- (a) Hotel Corporation of India.
- (b) House Corporation of India.
- (c) Hotel Company of India.
- (d) Hotel Corporal of India.

119. "Ginger"- the economy hotel is a concept of which hotel group :

- (a) The Oberoi group.
- (b) The Taj group.
- (c) Asian hotels.
- (d) Leela group.

120. A group of people that eat together at one time and in one place is called a :

- (a) Banquet.
- (b) Group.
- (c) Gathering.
- (d) Assembly.