

D 120163**(Pages : 19)****Name.....****Reg. No.....****SIXTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION, MARCH 2025**

Hotel Management and Catering Science

BSH 6B 12—COMPREHENSIVE SELF STUDY

(2020 Admission onwards)

Time : Two Hours

Maximum : 100 Marks

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

1. Which of the following is not a revenue generation department in a hotel ?
(A) Food and Beverage. (B) Front Office.
(C) Safety and Security. (D) Engineering.
2. Types of rooms mostly situated on the highest floors of a hotel building are known as :
(A) Pent houses. (B) Suit rooms.
(C) Parlour. (D) Single room.
3. Which department is responsible for giving room keys to the guest on his arrival ?
(A) Reception. (B) Reservation.
(C) Cashier. (D) Travel desk.
4. 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.
5. Houseboats of Kerala are an example of :
(A) Rotels. (B) Floatels.
(C) Motels. (D) Resorts.
6. Which fire extinguisher is used for Class C Fire ?
(A) Water. (B) CO₂ Fire Extinguisher.
(C) CaCl₂ Fire Extinguisher. (D) Foam Type Fire Extinguisher.

Turn over

7. Room situated near the swimming pool with facilities for changing is called :
- (A) Queen room. (B) Double-double room.
(C) Patio. (D) Cabana.
8. Services are typically produced and consumed simultaneously. This is an example of the characteristic of services :
- (A) Intangibility. (B) Variability.
(C) Inseparability. (D) Heterogeneity.
9. What is the main feature of a time-share establishment ?
- (A) It is a private property.
(B) Its rooms/resources are shared by guests/tourists according to specified time schedules.
(C) It is a facility of one-star grade.
(D) None of these.
10. Modified American plan includes :
- (A) Two meals of the day + Room rent.
(B) One meal of the day + Room rent.
(C) Breakfast + Room rent.
(D) None of these.
11. Which of the following menu types provides a choice of items ?
- (A) À la carte. (B) Table d'hôte.
(C) Counter service. (D) None of these.
12. 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 the above.
13. Who takes care of complaint handling in a hotel ?
- (A) Travel desk. (B) Receptionist.
(C) GRE. (D) Both (B) and (C).

14. Which term refers to a dining system where the guests serve themselves ?
- (A) Back bar. (B) Banquet.
(C) Cocktail. (D) Buffet.
15. The first five-star hotel in India is :
- (A) Taj Mahal Palace Hotel - Mumbai.
(B) Hotel Ashoka - New Delhi.
(C) Hotel Oberoi - New Delhi.
(D) Hotel Chola Sheraton - Chennai.
16. What is used as the benchmark quotation of a hotel's room rate ?
- (A) Corporate Rate. (B) Restricted Rate.
(C) Discount Rate. (D) Rack Rate.
17. Which organization in India awards star ratings to hotels ?
- (A) HRACC. (B) FHRAL.
(C) IHM. (D) FICCI.
18. Accommodation on wheels is known as :
- (A) Rotels. (B) Motels.
(C) Chains. (D) Hospice.
19. Sanatoria hotels provide :
- (A) Catering and organizing conferences.
(B) Accommodation for long-duration stays.
(C) Services for business travelers.
(D) Health clubs and spas.
20. Lodging properties are a segment within which industry ?
- (A) Tourism. (B) Hospital.
(C) Hospitality. (D) All of the above.

Turn over

21. A _____ hotel is located in the center of the city or within a short distance from business centers, shopping areas, theatres, and public offices.
- (A) Downtown. (B) Suburban.
(C) Airport. (D) Resort.
22. What is the term for authorization given by a company to another to sell its product/services using its trademark under specified conditions ?
- (A) Management Contracts. (B) Franchise.
(C) Chain. (D) Referral Groups.
23. A hotel owned by a single owner who might use it for some part of the year and rent it out for the remainder of the year is called a ?
- (A) Convention Hotel. (B) Destination Hotel.
(C) Extended Stay Hotel. (D) Condominium.
24. What does FIT stand for ?
- (A) Free Inclusion Traveller. (B) Free Independent Traveller.
(C) Free Indented Traveller. (D) For Independent Traveller.
25. What does FHRAI stand 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.
26. Which type of hotel originated in Japan and provides small bed-only cabinets for its guests ?.
- (A) Green Hotels. (B) Capsule Hotels.
(C) Ice Hotels. (D) Cave Hotels.
27. Which hotels are mainly located in the countryside, especially in forests ?
- (A) Green Hotels. (B) Capsule Hotels.
(C) Ice Hotels. (D) Tree House.

28. In ancient times, small hotels in Switzerland were called ?
- (A) Huts. (B) Hotels.
(C) Chalets. (D) Tree Houses.
29. What were primitive lodging houses in India called ?
- (A) Hotels. (B) Inns.
(C) Restaurants. (D) Homes.
30. Which era is referred to as the golden era of travel ?
- (A) French Revolution. (B) Ancient Era
(C) Modern Era. (D) Vedic Era.
31. A _____ audits the hotel accounts daily at a time when the business is slow.
- (A) Audit Controller. (B) Night Auditor.
(C) Auditor (D) Consolidator.
32. 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.
33. What is the main feature of a time share establishment ?
- (A) It is a private property
(B) Its rooms/resources are shared by guests/tourists according to specified time schedules.
(C) It is a facility of one-star grade
(D) None of these.
34. In a single bedroom, the number of glasses given to the guests is ?
- (A) 1. (B) 2.
(C) 4. (D) None of these.

Turn over

35. Cocktails are mixed only by expert cocktail makers or experienced bar tenders. Why is that so ?
- (A) Cocktails are difficult to make.
 - (B) It is important to mix different liquors and fruit juices in a correct proportion, the guest should not digest on add cocktail and become sick.
 - (C) They are at the forefront of the sales departments in the bar and so, they feel proud of their cocktail making skills.
 - (D) They know how to make ready mixtures in style and hence are proud of their skills.
36. Where is hotel Ashok located in New Delhi ?
- (A) Jor Bagh.
 - (B) Chanakya puri.
 - (C) Sunder Nagar.
 - (D) New Friends Colony.
37. A Dharamshala is suitable for :
- (A) Those businessmen who can stay in graded hotels.
 - (B) Low-income families.
 - (C) Only rich merchants.
 - (D) All the above.
38. The guest enters into a large hotel from its :
- (A) Lobby.
 - (B) Front Office..
 - (C) Reception.
 - (D) Restaurant.
39. The size of the bed in a king room is :
- (A) 60" × 80".
 - (B) 80" × 72".
 - (C) 45" × 60".
 - (D) 60" × 60".
40. Founder of Hotel Taj Mumbai was :
- (A) Jamshedji Tata.
 - (B) Ghanshyam Das Birla.
 - (C) Nusli Wadia.
 - (D) Dhiru Bhai Ambani.

41. Classification of hotels is carried out by :
- (A) Department of Tourism, Government of India.
 - (B) Federation of Hotel and Restaurant Association of India.
 - (C) India Tourism Development Corporation.
 - (D) State Department of Tourism.
42. The physical carrying capacity :
- (A) Determines how much use a site can absorb, such as roads, car parks, or attractions.
 - (B) Relates to flora and fauna and is based on solid scientific evidence.
 - (C) Relates to the tourist experience.
 - (D) Is the most difficult type of carrying capacity to measure.
43. Which of the following countries received the most international tourist arrivals ?
- (A) USA.
 - (B) UK.
 - (C) France.
 - (D) Italy.
44. 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.
45. The person who serves alcoholic beverages in a restaurant is called a :
- (A) Commise de rang.
 - (B) Trancheur.
 - (C) Sommelier.
 - (D) Debarrasseur.
46. If wine is spilt on the tablecloth, a waiter should :
- (A) Clear the table of everything and sponge the stain with milk.
 - (B) Cover the soiled area with a clean table napkin by unrolling it over the spillage.
 - (C) Ask the customers to wait in the lounge while he fetches a clean cloth.
 - (D) Take the plates of food to the sideboard and change the cloth.

Turn over

47. Grissini is another name for :

- (A) Small brioches.
- (B) Melba toast.
- (C) Thin breadsticks.
- (D) Slices of French bread.

48. 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

49. Canard à la Presse is :

- (A) Roast wild duck finished by the waiter.
- (B) Pot-roasted Aylesbury duckling with herbs.
- (C) Duck liver pâté flavored with Armagnac.
- (D) Conserve of duck and goose with calvados.

50. 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.

51. Decaffeinated coffee may be defined as :

- (A) Strong because it contains chicory.
- (B) Flavored with figs in the Turkish style.
- (C) Continental high roast made in a Cona machine.
- (D) Having the stimulant caffeine removed.

52. 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.

53. The traditional sequence of courses for an elaborate dinner is :
- (A) Soup, egg, fish, entrée, savory, cheese.
 - (B) Hors-d'oeuvre, soup, fish, meat, sweet.
 - (C) Fish, entrée, relevé, cheese, sweet, coffee.
 - (D) Soup, farinaceous, meat, cheese, dessert.
54. Which of the following combination of items would you find at a waiter's station ?
- (A) Side plates, dessert bowls, and water glasses.
 - (B) Napkins, menus, and dessert cutlery.
 - (C) Sugar bowls, teaspoons, and coffee plunger.
 - (D) Tablecloths, under plates, and bread knives.
55. The term "catering" refers to :
- (A) Setting up a banquet operation.
 - (B) Serving a banquet operation.
 - (C) Selling a banquet function.
 - (D) All of these.
56. The machine that dispenses soft drinks is called a :
- (A) Pre-mix.
 - (B) Post-mix.
 - (C) Prep mixer.
 - (D) Distributor
57. An indication that a guest's plate is ready to be cleared is when :
- (A) The guest stops eating.
 - (B) The food has gone cold.
 - (C) The guest has left the table.
 - (D) The knife and fork are placed together on the plate
58. Which place is known as the "Golden City of Thousand Temples" ?
- (A) Kanyakumari.
 - (B) Mahabalipuram.
 - (C) Kanchipuram.
 - (D) Konarak.

Turn over

59. Charminar in Hyderabad was constructed to commemorate the elimination of which disease ?
- (A) Plague. (B) Yellow fever.
(C) Leprosy. (D) Malaria.
60. World Tourism Day was observed on which date in 2017 ?
- (A) 27th September. (B) 7th August.
(C) 25th September. (D) 14th July.
61. According to the 2011 census, which State has the highest number of Christians in India ?
- (A) Meghalaya. (B) Nagaland.
(C) Kerala. (D) Mizoram.
62. The group of Islands situated near the Malabar Coast is called :
- (A) Lakshadweep Islands. (B) Andaman Islands.
(C) Nicobar Islands. (D) Diu Islands.
63. Which of the following is NOT a geographical component of tourism according to H. Robinson ?
- (A) Space. (B) Scenery.
(C) Accommodation. (D) Accessibility.
64. ITDC is a hospitality, retail, and education company owned by the Government of India, under the Ministry of Tourism. ITDC stands for :
- (A) Indian Tourism Destination Corporation.
(B) Indian Tourist Development Company.
(C) India Tourist Destination Company.
(D) India Tourism Development Corporation.
65. The flagship hotel of ITDC located in Delhi is called :
- (A) The Ashok. (B) The Maurya.
(C) Grand Maratha. (D) The Kempinski.

66. Chef poissonnier specializes in the preparation of :
- (A) Vegetables. (B) Poultry.
(C) Desserts. (D) Fish.
67. 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.
68. Which one of the following is NOT available in the in-flight menu of international flights ?
- (A) Wine. (B) Beer.
(C) Cigarette. (D) Vodka.
69. The term 'scanty baggage' in hotel parlance refers to a customer with :
- (A) Suspicious luggage. (B) Poor condition luggage.
(C) Less/few luggage. (D) Extra luggage.
70. The division of the biosphere which contains minerals, coals, etc. is called :
- (A) Lithosphere. (B) Atmosphere.
(C) Hydrosphere. (D) Troposphere.
71. What is the term used in Sikhism for the community kitchen in a Gurdwara where a free meal is served to all visitors ?
- (A) Langur (B) Langar.
(C) Ruai (D) Angur .
72. If the cost of common stock is 14 % and bond risk premium is 9 %, then bond yield will be :
- (A) 1.56 % (B) 5 %.
(C) 23 % (D) 64.28 %.
73. Cost that is related to a specific cost object and economically traceable is classified as :
- (A) Line cost. (B) Staff cost.
(C) Direct cost. (D) Indirect cost.

Turn over

74. An approach in which a company under-costs one product and over-costs at least one product is classified as :
- (A) Product-cost cross subsidizing.
 - (B) Service-cost cross subsidizing.
 - (C) Product-price cross subsidizing.
 - (D) Product-service cross subsidizing.
75. The study of communication through touch is :
- (A) Haptics.
 - (B) Semantics.
 - (C) Chronemics.
 - (D) Proxemics.
76. Which of the following is an example of a nonverbal message ?
- (A) Yelling.
 - (B) Eye contact.
 - (C) Jargon.
 - (D) Mumbling.
77. Good business letters are characterized by the following personal quality of the writer :
- (A) Seriousness.
 - (B) Sincerity.
 - (C) Formality.
 - (D) Simplicity.
78. A dish of raw beef sliced thinly, moistened with olive oil and lemon juice, and seasoned is called :
- (A) Sushi.
 - (B) Sashimi.
 - (C) Cappuccino.
 - (D) Carpaccio.
79. Which one of the following is a record of financial transactions taking place between a guest and the hotel ?
- (A) Folios.
 - (B) Ledgers.
 - (C) Guest accounts.
 - (D) Vouchers.
80. 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.

81. What should be considered while checking for the availability of a room ?
- (A) Your personal relations with the guest.
 - (B) Guest request.
 - (C) Behaviour of the guest.
 - (D) None of the above.
82. Which of the following things are expected from a good Front Office Associate ?
- (A) Knowledge of organizational procedures.
 - (B) Convincing guests to stay in the hotel.
 - (C) Both (A) and (B).
 - (D) None of the above.
83. How should you communicate with your guests ?
- (A) Rudely.
 - (B) As per your mood.
 - (C) Politely.
 - (D) None of the above.
84. When was the first hotel in India established ?
- (A) 1903.
 - (B) 1803.
 - (C) 1947.
 - (D) 1957.
85. Which is a place where guests can buy fresh produce ranging from baked bread to cold meat ?
- (A) Deli.
 - (B) Banquet.
 - (C) Lounge.
 - (D) All of the above.
86. What does "CABANA" refer to ?
- (A) A room type designed for disabled guests.
 - (B) A room adjoining a swimming pool or with a private pool attached.
 - (C) A room fitted with a sofa bed or a Murphy bed.
 - (D) A room that can accommodate two persons with twin beds.

Turn over

87. House Limit means :
- (A) A guest credit limit established by the airport authority.
 - (B) A guest credit limit established by the credit card company.
 - (C) A guest credit limit established by the hotel.
 - (D) All of the above.
88. What is the best definition of hospitality ?
- (A) Service.
 - (B) Meeting the needs of guests with kindness and goodwill.
 - (C) Businesses that provide services to travelers.
 - (D) A special room used to serve refreshments to groups of people .
89. Part of a receptionist's duty is to screen phone calls to :
- (A) Have casual conversations with the caller
 - (B) Weed out unwanted sales calls, identify important calls, and forward those.
 - (C) Find out the caller's number so you can call them back later.
 - (D) Get rid of all callers as fast as possible.
90. SOP stands for :
- (A) Self-Operating Procedure.
 - (B) Service Operator Process
 - (C) Standard Operating Procedure.
 - (D) All of the above.
91. 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.

92. The department normally responsible for servicing rooms is :
- (A) Reception. (B) Housekeeping.
(C) Portage. (D) Maintenance.
93. A Dharamshala is suitable for :
- (A) Businessmen who can stay in graded hotels.
(B) Low-income families.
(C) Only rich merchants.
(D) All the above.
94. The hotel diary is a part of :
- (A) Personal event diary. (B) Record of activities.
(C) Reservation system. (D) Record of past events.
95. Which kind of F and B service includes partial cooking and preparation ?
- (A) On-premise.
(B) Off-premise.
(C) Room service department.
(D) Bar and lounge.
96. An arrival list is :
- (A) The name and address of all residents.
(B) Alphabetical list of guests due to arrive.
(C) Alphabetical list of guests who have arrived.
(D) Alphabetical list of arrivals and departures.
97. Room allocation means :
- (A) Having enough rooms.
(B) Room status.
(C) Securing a vacant, ready room for a guest to occupy.
(D) Room diary.

Turn over

98. If you are staying in a five-star hotel, you are a :
- (A) Extra high-budgeted tourist.
 - (B) Guest of the hotel.
 - (C) Middle-budgeted tourist.
 - (D) Guest of the company that has invited you.
99. Where is Hotel Ashok located in New Delhi ?
- (A) Jor Bagh.
 - (B) Chanakya Puri.
 - (C) Sunder Nagar.
 - (D) New Friends Colony.
100. The main feature of a timeshare establishment is :
- (A) It is a private property.
 - (B) Its rooms/resources are shared by guests/tourists according to specified time schedules.
 - (C) It is a facility of one-star grade.
 - (D) None of these.
101. Which one of the following organizations is operating youth hostels around the world ?
- (A) CARE.
 - (B) UNESCO.
 - (C) YMCA.
 - (D) UNHCR.
102. Which state has the maximum number of heritage hotels in India ?
- (A) Rajasthan.
 - (B) Uttar Pradesh.
 - (C) Maharashtra.
 - (D) Karnataka.
103. Duplex room is a room with :
- (A) Air conditioner.
 - (B) Two storeys connected by stairs.
 - (C) Room service facility.
 - (D) An extra bed.

104. Modified American plan includes :
- (A) Two meals of the day + Room rent.
 - (B) One meal of the day + Room rent.
 - (C) Breakfast + Room rent.
 - (D) None of these.
105. Identify an international franchise hotel chain :
- (A) Taj Group.
 - (B) ITC Welcome Group.
 - (C) Marriotts.
 - (D) Lemon Tree.
106. Which is the hotel on wheels ?
- (A) Motel.
 - (B) Rotel.
 - (C) Floatel.
 - (D) Airtel.
107. Motels are located on :
- (A) Highways.
 - (B) Roadways.
 - (C) Sea side.
 - (D) None of these.
108. Customers who want to stay for a longer period prefer :
- (A) Commercial Hotels.
 - (B) Resort Hotel.
 - (C) Residential Hotels.
 - (D) Motels.
109. Hotel room with all guest rooms occupied is called :
- (A) Green House.
 - (B) Full House.
 - (C) Houseful.
 - (D) None of these
110. The term “restaurant” originated in :
- (A) America.
 - (B) England.
 - (C) Germany.
 - (D) Italy.
111. Business lounges are typically found in which type of hotel ?
- (A) Independent Hotel.
 - (B) Resort Hotel
 - (C) Business Hotel.
 - (D) None of these.

Turn over

112. The earliest lodging places were called :

- (A) Inns.
- (B) Restaurants.
- (C) Motels.
- (D) None of these.

113. The hotel that faced a terrorist attack was :

- (A) Taj Gateway.
- (B) Taj Trident.
- (C) Taj Mumbai.
- (D) None of these.

114. IATA stands for :

- (A) Indian Air Transport Association.
- (B) International Air Transport Association.
- (C) International Air Traffic Association.
- (D) Indian Air Traffic Association.

115. UFTAA was founded in which city ?

- (A) Rome.
- (B) Japan.
- (C) London.
- (D) None of these.

116. TAAI stands for :

- (A) Travel Association of Agents of India.
- (B) Travel Agents Association of India.
- (C) Trade Association of Agents of India.
- (D) Trade Agents Association of India.

117. The ITC entered into the hotel business with the acquisition of a hotel in Chennai, which was rechristened as :

- (A) ITC Welcome Group Hotel Chola.
- (B) My Fortune-Chennai.
- (C) ITC Grand Bharat.
- (D) None of these.

118. The recognition as an approved travel agency in India is granted initially for 5 years by :
- (A) Ministry of Railways. (B) Ministry of Tourism.
(C) Ministry of Civil Aviation. (D) Ministry of Culture.
119. Leisure, Business, and Home-based are the three main types of :
- (A) Hotels. (B) Resorts.
(C) Travel Agents. (D) Tour Operators.
120. Thank you for being 'AWESOMELY UNORDINARY' was the tagline of which Indian hotel chain in 2017-18 ?
- (A) The Park Group of Hotels.
(B) The Oberoi Group of Hotels.
(C) The Taj Group of Hotels.
(D) The ITC Welcome Group of Hotels.