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Name.....

Reg. No.....

**SIXTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION
MARCH 2025**

B.H.A.

BHA 6B 16 P—COMPREHENSIVE SELF STUDY

(2022 Admission onwards)

Time : Two Hours

Maximum : 60 Marks

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

1. Las Vegas is the best example for :
 - (a) Casino Hotels.
 - (b) Heritage Hotels.
 - (c) Budget Hotels.
 - (d) None of these.
2. Which of the following is not a characteristic of 'Old Tourism', according to Poon (1994) ?
 - (a) Mass.
 - (b) Experienced travelers.
 - (c) Standardized.
 - (d) Extensive hotel construction.
3. The liqueurs used to prepare Crepes Suzette should be :
 - (a) Kirsch and Maraschino.
 - (b) Curaçao and Grand Marnier.
 - (c) Tia Maria and Benedictine.
 - (d) Glayva and Marnique.
4. Which one of the following Organizations is operating youth hostels around the world ?
 - (a) CARE.
 - (b) UNESCO.
 - (c) YMCA.
 - (d) UNHC.
5. 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.

Turn over

6. An American meal plan includes :
- (a) All three meals.
 - (b) Breakfast only.
 - (c) Breakfast and Lunch.
 - (d) No meals included.
7. 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.
8. House boats of Kerala are example for :
- (a) Rotels.
 - (b) Floatels.
 - (c) Motels.
 - (d) Resorts.
9. Which organisation in India awards star ratings to hotels ?
- (a) HRACC.
 - (b) FHRAI.
 - (c) IHM.
 - (d) FICCI.
10. International tourism helps to earn :
- (a) Goodwill.
 - (b) Foreign exchange.
 - (c) Image building.
 - (d) Collaborative Business.
11. SOP stands for :
- (a) Self-Operating Procedure.
 - (b) Service Operator Process.
 - (c) Standard Operating Procedure.
 - (d) All of the above.
12. 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.

13. Room situated near the swimming pool with facilities for changing is called as :
- (a) Queen room. (b) Double- double room.
(c) Patio. (d) Cabana.
14. Shilp-Gram mela is organised in :
- (a) Ajmer. (b) Agra.
(c) Delhi. (d) Rajasthan.
15. Founder of Hotel Taj Mumbai was :
- (a) Jamshedji Tata. (b) Ghanshyam Das Birla.
(c) Nusli Wadia. (d) Dhiru Bhai Amba.
16. Which one of the following is not available in the in-flight menu ?
- (a) Beer. (b) Red wine.
(c) White wine. (d) Cigarettes.
17. The guest with minimum number of luggage is termed as :
- (a) Scanty Baggage. (b) No Luggage.
(c) Left Luggage. (d) Some Luggage.
18. India's first Net Route Server was set up at _____.
- (a) Mumbai. (b) New Delhi.
(c) Chennai. (d) Hyderabad.
19. Cash disbursed by the front office on behalf of the guest is called :
- (a) IOU. (b) Cash bank.
(c) Encashment. (d) Paid-out.
20. A Dharamshala is suitable for :
- (a) Those business man who can stay in graded hotels
(b) Low income families.
(c) Only rich merchants.
(d) All the above.

Turn over

21. Which state has the maximum number of heritage hotels in India ?
- (a) Rajasthan. (b) Uttar Pradesh.
(c) Maharashtra. (d) Karnataka.
22. 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.
23. The chef De party responsible for vegetable preparations are :
- (a) Potagers. (b) Entremetier.
(c) Charcutier. (d) Poissonier.
24. This is the rate charged for children above five years and below age of 12 years, who are accompanying their parents. The hotels provide crib bed in the room for infants :
- (a) Complimentary Rate. (b) Crib Rate.
(c) Introductory Rate. (d) Package Rate.
25. Room allocation means :
- (a) Having enough rooms.
(b) Room status.
(c) Securing a vacant ready room guest to occupy.
(d) Room diary.
26. _____ is who actually serve the food.
- (a) Assistant waiter. (b) Waiter.
(c) Head Waiter. (d) Restaurant Manager.
27. The verse "Atithi Devo Bhava" is taken from which of the following Upanishads ?
- (a) Kathopanishad. (b) Mandookyopanishad.
(c) Kenopanishad. (d) Taiteriyopanishad.
28. Which of the following things should make guest comfortable ?
- (a) Asking personal questions. (b) Laughing at Guest.
(c) Staring at guest. (d) Talking with smile.

29. The DND cards in a maid's trolley belong to :
- (a) Bathroom supplies. (b) Guest room supplies.
(c) Linen supplies. (d) Room service supplies.
30. A _____ comprises two rooms situated on different floors, which are connected by an internal staircase.
- (a) Twin Room. (b) Hospitality Room.
(c) Duplex. (d) Sample Room.
31. 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.
32. Incredible India Tourism Investor's Summit prompted how many investable projects from across the Country in 2016 ?
- (a) 690. (b) 700.
(c) 790. (d) 500.
33. Name a country where we can see a capsule hotel :
- (a) China. (b) Japan.
(c) Malaysia. (d) None of these.
34. A receptionist should have a good memory for names and faces, so they can :
- (a) Remember regular visitors and thereby offer them a quicker and more personal service.
(b) Write letters more professionally.
(c) Use computer equipment more effectively.
(d) Opportunity to learn a new office equipment.
35. Which one of the following is not a public area in a hotel ?
- (a) Swimming pool. (b) Coffee shop.
(c) Guest rooms. (d) Lobby.

Turn over

36. 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.
37. CRS stands for :
- (a) Computer Reservation system.
 - (b) Customer Reservation system.
 - (c) Consumer Reservation system.
 - (d) Computer Reservation software.
38. Eco - Tourism relates to :
- (a) Economic system.
 - (b) Financial system.
 - (c) Nature.
 - (d) E-commerce.
39. Tourism can contribute to foreign exchange earnings, tax revenues for governments and payment of wages. These are :
- (a) Environmental impacts.
 - (b) Political impacts.
 - (c) Social impacts.
 - (d) Economic impacts.
40. Which of the hotel chain is owned by Tata ?
- (a) Oberoi.
 - (b) Trident.
 - (c) Taj.
 - (d) Sheraton.
41. When was the first hotel in India established ?
- (a) 1903.
 - (b) 1803.
 - (c) 1947.
 - (d) 1957.
42. Menu Planning is done by :
- (a) Captain.
 - (b) Restaurant Manager.
 - (c) F and B Manager.
 - (d) General Manager.
43. Which among the following is not a dry cooking method ?
- (a) Broiling.
 - (b) Poaching.
 - (c) Baking.
 - (d) Roasting.

44. A hotel room with all guest rooms occupied is called :
- (a) Green house. (b) Full house.
(c) House full. (d) None of these.
45. Who takes care of complaint handling ?
- (a) Travel desk. (b) Receptionist.
(c) GRE. (d) Both (b) and (c).
46. To which department does the concierge report ?
- (a) Human Resources. (b) Front Office.
(c) Security. (d) Accounting.
47. Minimum number of lettable rooms in five star hotel is ?
- (a) 25. (b) 10.
(c) 50. (d) All of the above.
48. What is used as benchmark quotation of hotel's room rate ?
- (a) Corporate rate. (b) Restricted rate.
(c) Discount rate. (d) Rack rate.
49. Which fruit is symbol of hospitality ?
- (a) Cherry. (b) Mango.
(c) Pineapple. (d) Apple.
50. Small sized hotels have _____ rooms.
- (a) 50. (b) 100.
(c) 500. (d) 200.
51. Expand FIT :
- (a) Free Inclusion Traveller. (b) Free Independent Traveller.
(c) Free Indented Traveller. (d) For Independent Traveller.
52. A person who stays in a hotel without paying for the service is called a :
- (a) Room bumner. (b) Skipper.
(c) Moocher. (d) Scalper.

Turn over

53. India is famous for which type of accommodation ?
- (a) Capsule hotels.
 - (b) Houseboats.
 - (c) Capsule hotels.
 - (d) Inns.
54. This beverage has the highest alcohol content :
- (a) Wine.
 - (b) Beer.
 - (c) Champagne.
 - (d) Spirits.
55. The revenue generated per available room is termed as :
- (a) ADR.
 - (b) ARR.
 - (c) REVPAR.
 - (d) GOPPAR.
56. The rack rate is :
- (a) A discounted rate.
 - (b) A group rate.
 - (c) The published room rate.
 - (d) A corporate rate
57. Who is responsible for the food and beverage operations in a hotel ?
- (a) Executive Chef
 - (b) General Manager
 - (c) F and B Manager
 - (d) Sous Chef
58. Where would you find an 'a la carte' menu ?
- (a) In the room service menu
 - (b) In a restaurant offering a choice of individually priced dishes
 - (c) At a banquet event
 - (d) At a buffet
59. The head chef of a kitchen brigade is known as :
- (a) Commis Chef
 - (b) Sous Chef
 - (c) Chef de Partie
 - (d) Executive Chef

60. A tour package includes :
- (a) Only hotel accommodations.
 - (b) Only transportation.
 - (c) Hotel accommodations and transportation.
 - (d) None of the above.
61. The Boulanger is responsible for which of the following ?
- (a) Soups.
 - (b) Fish.
 - (c) Pastry.
 - (d) Bread.
62. Which of the following is a characteristic of a transient hotel guest ?
- (a) They stay for a long duration.
 - (b) They stay for a short period.
 - (c) They are part of a group.
 - (d) They are there for a conference.
63. A double bed is referred to as :
- (a) Queen.
 - (b) King.
 - (c) Single.
 - (d) Twin.
64. A Banquet Manager is responsible for :
- (a) Room service.
 - (b) Planning and co-ordinating food and beverage services for special events.
 - (c) Front desk operations.
 - (d) Housekeeping services.
65. The main function of the housekeeping department is to :
- (a) Take room service orders.
 - (b) Maintain cleanliness and orderliness of the hotel.
 - (c) Handle guest check-ins and check-outs.
 - (d) Provide laundry services.

Turn over

66. Which of the following best describes a boutique hotel ?
- (a) A large hotel with multiple locations.
 - (b) A hotel that offers luxury services at a high price.
 - (c) A small, stylish hotel typically located in an urban area.
 - (d) A hotel that offers only bed and breakfast services.
67. The process of assigning rooms to guests upon check-in is known as :
- (a) Room allocation.
 - (b) Room assignment.
 - (c) Guest registration.
 - (d) Room blocking.
68. The term 'concierge' refers to :
- (a) A person responsible for cleaning the guest rooms.
 - (b) A person who assists guests by booking tours, making reservations, etc.
 - (c) The manager of the hotel.
 - (d) A person responsible for handling luggage.
69. Which of the following is not a duty of a bellboy ?
- (a) Delivering luggage to the guest's room.
 - (b) Cleaning guest rooms.
 - (c) Escorting guests to their rooms.
 - (d) Running errands for guests.
70. The term 'GOP' in hotel management stands for :
- (a) Gross Operating Profit.
 - (b) General Operating Procedure.
 - (c) Group Occupancy Percentage.
 - (d) Guest Occupancy Percentage.