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Reg. No.....

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS—UG)

Hotel Management and Catering Science

BSH 5B 08—COMPREHENSIVE SELF STUDY

(2019 Admissions)

Time : Two Hours

Maximum : 100 Marks

Answer any hundred questions.

Each question carries 1 mark.

1. Accommodation units located near the Highways with Garage facilities are known as ?
 - a) Cabana hotels.
 - b) Motels.
 - c) Downtown hotels.
 - d) Casino Hotels.
2. Which of the hotel chain is owned by Tata ?
 - a) Oberoi.
 - b) Taj.
 - c) Sheraton.
 - d) Trident.
3. 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.
4. 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.
5. An American meal plan includes :
 - a) All three meals.
 - b) Breakfast only.
 - c) Breakfast and Lunch.
 - d) No meals included.

Turn over

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6. 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.
7. Which of the following section is mainly responsible for luggage handling of the guests ?
- a) Security.
 - b) Banquet.
 - c) Bell desk.
 - d) Accounts.
8. Which department is responsible for giving room keys to the guest on his arrival ?
- a) Reception.
 - b) Reservation.
 - c) Cashier.
 - d) Travel desk.
9. The concept of Capsule hotel was originated in which country ?
- a) Zambia.
 - b) India.
 - c) Japan.
 - d) Bolivia.
10. 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.
11. 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.
12. Which bread is a white yeast bread from Italy ?
- a) Challah.
 - b) Pumpnickel.
 - c) Brioche.
 - d) Ciabatta.
13. House boats of Kerala are example for :
- a) Rotels.
 - b) Floatels.
 - c) Motels.
 - d) Resorts.

14. Which department in hotel is responsible for sending C Form to FRRO ?

- a) Housekeeping.
- b) Human Resource.
- c) Front Office.
- d) Security.

15. The guest with minimum number of luggage is termed as :

- a) Scanty Baggage.
- b) No Luggage.
- c) Left Luggage.
- d) Some Luggage.

16. 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.

17. When was the first hotel in India established ?

- a) 1903.
- b) 1803.
- c) 1947.
- d) 1957.

18. S.O.P. stands for ?

- a) Self-Operating Procedure.
- b) Service Operator Process.
- c) Standard Operating Procedure.
- d) All of above.

19. Which among the following is not a dry cooking method ?

- a) Broiling.
- b) Poaching.
- c) Baking.
- d) Roasting.

20. A hotel chain is :

- a) Hotels connected to each other.
- b) Hotels in difficult centres/parts of the country.
- c) Part of a group with hotels in different locations.
- d) Small hotels.

Turn over

21. What is the main feature of a time share establishment ?
- It is a private property.
 - Its rooms / resources are shared by guests / tourists according to specified time schedule.
 - It is a facility of one star grade.
 - None of these.
22. Modified American plan includes :
- Two meals of the day + Room rent.
 - One meal of the day + Room rent.
 - Breakfast + Room rent.
 - None of these.
23. What is the other name for English Service ?
- Silver Service Style.
 - Buffet Service Style.
 - Gueridon Service Style.
 - Tray Service Style.
24. Which state has the maximum number of heritage hotels in India ?
- Rajasthan.
 - Uttar Pradesh.
 - Maharashtra.
 - Karnataka.
25. Guest Cycle - which one is correct sequence in below options ?
- Registration-----Checked -In-----Reservation-----Checked Out.
 - Reservation-----Checked -In-----Registration-----Checked Out.
 - Reservation-----Checked Out-----Registration-----Checked In.
 - Reservation-----Registration-----Checked -In-----Checked Out.
26. Who takes care of complaint handling ?
- Travel desk.
 - Receptionist.
 - GRE.
 - Both (b) and (c).
27. Which term refers to a dining system where the guests serve themselves ?
- Back bar.
 - Banquet.
 - Cocktail.
 - Buffet.

28. To which department does the concierge report ?
- a) Human resources.
 - b) Front office.
 - c) Security.
 - d) Accounting.
29. Minimum number of lettable rooms in five-star hotels is ?
- a) 25.
 - b) 10.
 - c) 50.
 - d) All of the above.
30. Food or beverages served in guest room is known as :
- a) Full service.
 - b) Room service.
 - c) Service station.
 - d) None of these.
31. Which of the following menu provides a choice of items ?
- a) Ala carte.
 - b) Table d' hote.
 - c) Counter service.
 - d) None of these.
32. 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.
33. 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.
34. Which of the following is included in the Rooms Division ?
- a) Guest Service.
 - b) Security.
 - c) Housekeeping.
 - d) All of the above.
35. Which fruit is the symbol of hospitality ?
- a) Cherry.
 - b) Mango.
 - c) Pineapple.
 - d) Apple.
36. Which organisation in India is awards star ratings to hotels ?
- a) HRACC.
 - b) FHRAI.
 - c) IHM.
 - d) FICCI.

Turn over

37. What is the French name for cheese ?
- a) Soumage.
 - b) Fromage.
 - c) Homage.
 - d) Poission.
38. Accommodation on wheels is known as _____.
- a) Rotels.
 - b) Motels.
 - c) Chains.
 - d) Hospice.
39. Lodging properties are a segment within the industry :
- a) Tourism.
 - b) Hospitality.
 - c) Hospitality.
 - d) All of the above.
40. 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.
41. _____ is the relationship between the guest and the host.
- a) Hospitality.
 - b) Hotel Management.
 - c) Franchisee.
 - d) Tourism Management.
42. A _____ is known for its leisure attraction.
- a) Resort.
 - b) Hospital.
 - c) Hotel.
 - d) Hospitality.
43. _____ is responsible for shifting of baggage of guests, within and out of the room.
- a) Doorman.
 - b) Bell Captain.
 - c) Bellboy.
 - d) Lobby Manager.
44. Guestroom brigade _____ ?
- 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 points.

45. _____ deposits misplaced luggage of guests.
- a) Guestroom brigade.
 - b) Public area brigade.
 - c) Lost and found section.
 - d) Housekeeping management.
46. It is the responsibility of this department to maintain cleanliness in the kitchen and to wash the pots and pans used :
- a) Kitchen Stewarding.
 - b) Kitchen.
 - c) Restaurant.
 - d) Laundry.
47. _____ is who actually serve the food.
- a) Assistant waiter.
 - b) Waiter.
 - c) Head Waiter.
 - d) Restaurant Manager.
48. _____ perform the heavy cleaning activities such as vacuuming, mopping, sweeping and shifting of furniture.
- a) Floor Supervisor.
 - b) Assistant Housekeeper.
 - c) Housemen.
 - d) Gardner.
49. _____ the main purpose is to support the gambling operations.
- a) Resort Hotels.
 - b) Casino Hotels.
 - c) All-Suite Hotels.
 - d) Economy Hotels.
50. A _____ hotel is located in the centre of the city or within a short distance from business centre, shopping areas, theatres, public offices etc.
- a) Downtown.
 - b) Sub-urban.
 - c) Airport.
 - d) Resort.
51. 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 :
- a) Convention hotel.
 - b) Destination.
 - c) Extended stay hotel.
 - d) Condominium.
52. Expand FIT :
- a) Free Inclusion Traveller.
 - b) Free Independent Traveller.
 - c) Free Indented Traveller.
 - d) For Independent Traveller.

Turn over

53. 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.
54. It is a type of hotel originated in Japan which provides small and bed-only cabinets for guests :
- a) Green Hotels.
 - b) Capsule Hotel.
 - c) Ice Hotel.
 - d) Cave Hotels.
55. _____ are mainly located in countryside, especially in forests.
- a) Green Hotels.
 - b) Capsule Hotel.
 - c) Ice Hotel.
 - d) Tree House.
56. In ancient era small hotels in Switzerland were called as _____ ?
- a) Huts.
 - b) Hotel.
 - c) Chalets.
 - d) Tree House.
57. The primitive lodging house in India were known as
- a) Hotel.
 - b) Inns.
 - c) Restaurants.
 - d) Home.
58. A houseboat hotel is referred to as _____ ?
- a) Floatel.
 - b) Boatel.
 - c) Motel.
 - d) Rotel.
59. A _____ room has four separate single beds and can accommodate four persons together in the same room.
- a) Twin.
 - b) Quad.
 - c) King.
 - d) Queen.
60. A _____ comprises two room situated on different floors, which are connected by internal staircase.
- a) Twin Room.
 - b) Hospitality Room.
 - c) Duplex.
 - d) Sample Room.

61. The _____ is located very close to the main entrance of the hotel.
- a) Front Office Desk.
 - b) Communication Section.
 - c) Security Office.
 - d) Bell desk.
62. Shifting of guest luggage from one room to another in absence of guest :
- a) Baggage Carrier.
 - b) Shifting.
 - c) Dead Move.
 - d) Inessential.
63. Room situated near swimming pool is called _____ ?
- a) Cabana.
 - b) Studio.
 - c) Parlor.
 - d) Adjacent.
64. A guest record of charges and payments
- a) Meal Plan.
 - b) Folio.
 - c) Tariff.
 - d) Rack Rate.
65. Escorting the guest to his room is the duty of _____ ?
- a) Doorman.
 - b) Bellboy.
 - c) Bell Captain.
 - d) Bell Desk.
66. 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.
67. 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.
68. 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

69. Where is hotel Ashok located in New Delhi :
- a) Jor Bagh.
 - b) Chanakya puri.
 - c) Sunder Nagar.
 - d) New Friends Colony.
70. The guest enters into a large hotel from its :
- a) Lobby.
 - b) Front Office.
 - c) Reception.
 - d) Restaurant.
71. Cocktails are mixed only by expert cocktail makers or experienced bar tenders. Infact, they are proud of their skills. 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, they 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 skill.
72. Which one of the following is not available in the in-flight menu ?
- a) Beer.
 - b) Red wine.
 - c) White wine.
 - d) Cigarettes.
73. ARR is the term used in hotel industry for identifying :
- a) Average Revenue Rate.
 - b) Average Room Rate.
 - c) Average Rack Revenue.
 - d) Actual Room Rate.
74. Identify an international franchise hotel chain :
- a) Taj Group.
 - b) ITC Welcome Group.
 - c) Marriots.
 - d) Lemon Tree.
75. "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 meals.
76. A food service operation of a limited menu and self service is :
- a) Buffet.
 - b) Bar.
 - c) Cafeteria.
 - d) None of these.

77. A hotel employee who handles restaurant and tour reservations, travel arrangements etc is :
- a) Housekeeper.
 - b) Chef De Cuisine.
 - c) Concierge.
 - d) None of these.
78. A hotel room with all guest rooms occupied is called :
- a) Green House.
 - b) Full House.
 - c) Houseful.
 - d) None of these.
79. 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.
80. Food or beverages served in guest room is known as :
- a) Full service.
 - b) Room service.
 - c) Service station.
 - d) None of these.
81. What is mocktail ?
- a) It is liquor mixed with fruit juices.
 - b) It is a combination of fruit juices tastefully garnished but sans.
 - c) Alcohol.
 - d) It is a type of draught beer.
82. Which is the first state in India to convert its Maharaja's into hotel :
- a) Rajasthan.
 - b) Kashmir.
 - c) Uttar Pradesh.
 - d) Madhya Pradesh.
83. In which year Indian Tobacco company (ITC) entered hotel industry :
- a) 1958.
 - b) 1956.
 - c) 1975.
 - d) 1959.
84. Which is the hotel on wheels
- a) Motel.
 - b) Rotel.
 - c) Floatel.
 - d) Airtel.
85. A hotel situated near an airport is known as :
- a) Floatel.
 - b) Airtel.
 - c) Motel.
 - d) Rotel.

Turn over

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86. The meal which provides a choice of items is :
- a) Alacarte.
 - b) Table d' hote.
 - c) Counter service.
 - d) None of these.
87. Which of the following provides the best proof of identity when accepting a travelers cheque from a foreign guest ?
- a) The guest passport.
 - b) The guest cheque card.
 - c) The guest driving license.
 - d) The guest credit card.
88. Which term refers to a dining system where the guest serve themselves ?
- a) Back bar.
 - b) Banquet.
 - c) Cocktail.
 - d) Buffet.
89. Which kind of F and B service included partial cooking and preparation ?
- a) On premise.
 - b) Off premise.
 - c) Room service department.
 - d) Bar and lounge.

95. VIP status could be given to guests because :
- a) Every hotel needs to have VIP's.
 - b) All the guest should be treated the same.
 - c) Because they have to go through special check in procedures.
 - d) There are occasion when the guest are singled out for special attention because of their social status.
96. A guest folio is :
- a) A guest bill.
 - b) A guest report.
 - c) A guest resume.
 - d) A guest history.
97. Room allocation means :
- a) Having enough rooms.
 - b) Room status.
 - c) Securing a vacant ready room guest to occupy.
 - d) Room diary.
98. If you are staying in a five star hotel, you are an :
- a) Extra high budgeted tourist.
 - b) Guest of the hotel.
 - c) Middle budgeted tourist.
 - d) Guest of the company that has invited you.
99. 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.
100. The guest enters into a large hotel from its :
- a) Lobby.
 - b) Front Office.
 - c) Reception.
 - d) Restaurant.

Turn over

101. What is a motel ?
- a) A small Hotel.
 - b) A small hotel on the highway where motorists check in.
 - c) A large hotel with parking facilities.
 - d) A hotel with a restaurant.
102. Which one of the following is a heritage hotel ?
- a) Maurya Sheraton, Delhi.
 - b) Juhu Centaur, Mumbai.
 - c) Rambagh Palace, Jaipur.
 - d) Leela Kempinsky, Mumbai.
103. One would find boatels in :
- a) Manali.
 - b) Srinagar.
 - c) Loktak.
 - d) Ooty.
104. Which one of the following Organizations is operating youth hostels around the world ?
- a) CARE.
 - b) UNESCO.
 - c) YMCA.
 - d) UNHCR.
105. Which restaurant chain was involved in a controversy related to beef follow ?
- a) Mc Donalds.
 - b) Nirulas.
 - c) Kentucky Fried Chicken.
 - d) Wimpey's.
106. Duplex room is a room with :
- a) Air conditioner.
 - b) Two storey's connected by stairs.
 - c) Room service facility.
 - d) An extra bed.
107. What is the best definition of hospitality ?
- a) Service.
 - b) Meeting the anticipation needs of our guests with kindness and goodwill.
 - c) Businesses that provide services to people who are traveling.
 - d) A special room that is used to serve refreshments to groups of people.

108. To be a good employee in the hospitality industry you need skills to be able to deal with guests and customers, to get along with others, and to be a good team player :
- a) Interpersonal Skills.
 - b) Accountability Skills.
 - c) Only (a) and (b).
 - d) None of above.
109. A guest walks up to the front desk of the hotel and asks for a recommendation for a good place to eat. Which is the best way to respond to your guest ?
- a) Tell your guest that is the concierge's job and she not working that day.
 - b) Direct your guest to the restaurant your friend owns.
 - c) Tell your guest you are new in town and don't know the restaurants.
 - d) Ask your guest what type of food they like and offer them nearby restaurants to choose from.
110. To present a professional image of the company a receptionist should :
- a) Leave confidential paperwork lying on the reception desk where everyone can see it.
 - b) Be calm and polite at all times, and deal with all of their enquiries in a professional and courteous manner.
 - c) Point out to visitors any shortcomings in their dress style.
 - d) Have pointless and casual conversations about the weather with all visitors.
111. Part of a receptionist's duty is to screen phone calls, the reason for this is to :
- a) Have casual conversations with the caller.
 - b) Weed out unwanted sales calls, identify important calls and then only forward those on.
 - c) Find out the number of the person calling, so you can call them back later.
 - d) Get rid of all callers as fast as they can.
112. ITDC is a hospitality, retail and education company owned by the Government of India, under 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.

Turn over

113. Identify the hierarchical sequence of the Kitchen Staff :
- a) Chef d' cuisine, Sous chef, Chef d' party.
 - b) Chef d' party, Chef d' cuisine , Sous chef.
 - c) Sous chef, Chef d' party, Chef d' cuisine.
 - d) Chef d' party, Sous chef, Chef d' cuisine.
114. Which one of the following organizations operates youth hostels around the World ?
- a) UNICEF.
 - b) YMCA.
 - c) UNHCR.
 - d) None of the above.
115. The term restaurant originated in which country ?
- a) Germany.
 - b) France.
 - c) USA.
 - d) England.
116. In which country are capsule hotels popular ?
- a) China.
 - b) Japan.
 - c) Malaysia.
 - d) Vietnam.
117. The earliest lodging places were called, _____.
- a) Motels.
 - b) Lodges.
 - c) Public houses.
 - d) Inns.
118. Which one of the following is not available in the in-flight menu of international flights?
- a) Wine.
 - b) Beer.
 - c) Cigarette.
 - d) Vodka.
119. India's first Net Route Server was set up at _____.
- a) Mumbai and New Delhi.
 - b) New Delhi and Bangalore.
 - c) Chennai and Mumbai.
 - d) Hyderabad and Bangalore.
120. Which gate was constructed in memory of 90,000 Indian soldiers dying in World War I ?
- a) Gateway of India, Mumbai.
 - b) India Gate, New Delhi.
 - c) Buland Darwaja, Fatehpur Sikri.
 - d) Charminar, Hyderabad.