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(Pages : 10)

Name.....

Reg. No.....

**FIFTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION  
NOVEMBER 2023**

B.H.A.

BHA 5B 13—COMPREHENSIVE SELF STUDY

(2019 Admission onwards)

Time : Two Hours

Maximum : 60 Marks

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

1. Which fruit is the symbol of hospitality ?
  - a) Cherry.
  - b) Mango.
  - c) Pineapple.
  - d) Apple.
2. 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 equipments.
3. Which one of the following is not a public area in a hotel ?
  - a) Swimming pool.
  - b) Coffee shop.
  - c) Guest rooms.
  - d) Lobby.
4. A hotel room with all guest rooms occupied is called ?
  - a) Green House.
  - b) Full House.
  - c) Housefull.
  - d) None of these.
5. 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.

**Turn over**

6. Which department in hotel is responsible for sending C Form to FRRO ?
- a) Housekeeping.
  - b) Human Resource.
  - c) Front Office.
  - d) Security.
7. 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.
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. 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.
10. Accommodation units located near the Highways with Garage facilities are known as ?
- a) Cabana hotels.
  - b) Motels.
  - c) Downtown hotels.
  - d) Casino Hotels.
11. Shilp-Gram mela is organised in :
- a) Ajmer.
  - b) Agra.
  - c) Delhi.
  - d) Rajasthan.
12. International tourism helps to earn :
- a) Goodwill.
  - b) Foreign exchange.
  - c) Image building.
  - d) Collaborative Business.
13. 'OPERA' is a :
- a) Travel company.
  - b) Software used for reservation of hotel rooms.
  - c) Airline charter company.
  - d) Franchise hotel chain.



22. 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.
23. Name the underlines cloth used on a restaurant table :
- a) Slip cloth.
  - b) Damask.
  - c) Serviette.
  - d) Baize cloth.
24. Cabana means :
- a) Studio room.
  - b) Twin rooms.
  - c) Triple room.
  - d) Room attached to the swimming pool ride for changing or resting.
25. A Duplex room is a room with :
- a) Air conditioner.
  - b) Two storey's connected by stairs.
  - c) Room service facility.
  - d) An extra bed.
26. Which one of the following is not available in the in-flight menu ?
- a) Beer.
  - b) Red wine.
  - c) White wine.
  - d) Cigarettes.
27. Where is hotel Ashok located in New Delhi ?
- a) Jor Bagh.
  - b) Chanakyapuri.
  - c) Sunder Nagar.
  - d) New Friends Colony.
28. 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.

29. Hubbart formula for computing room rent was developed by :
- a) Nikon Hubbart.
  - b) Rony Hubbart.
  - c) Roy Hubbart.
  - d) Rex Hubbart.
30. Escorting the guest to his room is the duty of ?
- a) Doorman.
  - b) Bellboy.
  - c) Bell Captain.
  - d) Bell Desk.
31. Pensions are found in :
- a) UK and France.
  - b) Europe and U.S.A.
  - c) India and Europe.
  - d) None of these.
32. Recaud means
- a) A type of dish.
  - b) An alcohol store.
  - c) A type of serving bowl.
  - d) None of these.
33. The portion responsible for the landscapes and gardens of the hotel premises is :
- a) Florist.
  - b) Horticulturist.
  - c) Public area supervisor.
  - d) Gardener.
34. Who is known as the Father of the Travel Agency Business ?
- a) Thomas Cook.
  - b) Jeena and Co.
  - c) Lee and Muirhead.
  - d) Cox and kings.
35. A concept in which customer choose their holiday from brochures on racks and then book it from counter :
- a) Holiday super market concept.
  - b) Holiday service market concept.
  - c) Holiday super market contract.
  - d) Holiday service market contract.
36. Itinerary is also known as :
- a) Tour Plan.
  - b) Tour Product.
  - c) Travel Facilities
  - d) Tour services

**Turn over**

37. 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.
38. A property which provides full ownership of units is called a :
- a) Time share.
  - b) Condominiums.
  - c) Bed and Breakfast.
  - d) None of these.
39. Earliest lodging places are called :
- a) Inns.
  - b) Restaurants.
  - c) Motels.
  - d) None of these.
40. Vacation homes found in Switzerland are called :
- a) Condominiums.
  - b) Chalets.
  - c) Caravans.
  - d) None of these.
41. The 'European Plan' in hotels includes :
- a) Room tariff which excludes meals.
  - b) Room tariff which includes meals.
  - c) Room tariff which includes breakfast.
  - d) Room tariff which includes lunch or dinner.
42. 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.
43. 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.

44. The terms 'Disneyfication', 'Airport Art' and 'Coca-Colonization' describe :
- a) Authenticity.
  - b) Staged authenticity.
  - c) Traditional skills and handicrafts.
  - d) Traditional regional ceremonies.
45. \_\_\_\_\_ country in Asia is emerging as the leading tourist destination.
- a) Indonesia.
  - b) Thailand.
  - c) China.
  - d) Nepal.
46. \_\_\_\_\_ has successfully tapped the Asian tourism market in terms with competition.
- a) Bangladesh.
  - b) Malaysia.
  - c) Singapore.
  - d) India.
47. \_\_\_\_\_ is a unique tourism product organised in the state of Maharashtra.
- a) Kumbhmela.
  - b) ShilpGramMela.
  - c) PushkarMela.
  - d) Odissa handicraft Festival.
48. Which of the hotel chain is owned by Tata ?
- a) Oberoi.
  - b) Taj.
  - c) Sheraton.
  - d) Trident.
49. 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.
50. Services are typically produced and consumed simultaneously. This is an example of the \_\_\_\_\_ characteristic of services.
- a) Intangibility.
  - b) Variability.
  - c) Inseparability
  - d) Heterogeneity

Turn over

51. 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.
52. To which department does the concierge report ?
- a) Human resources.
  - b) Front office.
  - c) Security.
  - d) Accounting.
53. Which one of the following is not a public area in a hotel ?
- a) Swimming pool.
  - b) Coffee shop.
  - c) Guest rooms.
  - d) Lobby.
54. Cash disbursed by the front office on behalf of the guest is called :
- a) IOU.
  - b) Cash bank.
  - c) Encashment.
  - d) Paid-out.
55. \_\_\_\_\_ 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.
56. Where does a hotel maintain the registration record in ?
- a) Hard -bound Register.
  - b) leaf register.
  - c) Guest registration card.
  - d) All of these.
57. 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.



- 58.. \_\_\_\_\_ deposits misplaced luggage of guests.
- a) Guestroom brigade.                      b) Public area brigade.  
c) Lost and found section.                d) Housekeeping management.
59. \_\_\_\_\_ perform the heavy cleaning activities such as vacuuming, mopping, sweeping and shifting of furniture.
- a) Floor Supervisor.                        b) Assistant Housekeeper.  
c) Housemen.                                d) Gardner.
60. \_\_\_\_\_ are mainly located in countryside, especially in forests.
- a) Green Hotels.                              b) Capsule Hotel.  
c) Ice Hotel.                                 d) Tree House.
61. The primitive lodging house in India were known as :
- a) Hotel.                                        b) Inns.  
c) Restaurants.                               d) Home.
62. A guest record of charges and payments :
- a) Meal Plan.                                 b) Folio.  
c) Airport hotel.                              d) Conference centre.
63. The facility of awakening a guest at the time specified by the guest is known as ?
- a) First Call.                                 b) Wakeup Call.  
c) Door Bell.                                 d) Sleep Call.
64. A \_\_\_\_\_ audits the hotel accounts daily at a time when the business is slow.
- a) Audit Controller.                        b) Night Auditor.  
c) Auditor.                                    d) Consolidator.
65. The guest enters into a large hotel from its :
- a) Lobby.                                        b) Front Office.  
c) Reception.                                 d) Restaurant.

**Turn over**

66. Which restaurant chain was involved in a controversy related to beef follow ?
- a) Mc Donalds.
  - b) Nirulas.
  - c) Kentucky Fried Chicken.
  - d) Wimpey's.
67. Which is the first state in India to convert its Maharaja's into hotel ?
- a) Rajasthan.
  - b) Kashmir.
  - c) Uttar Pradesh.
  - d) Madhya Pradesh.
68. A wholesaler who sells package tours is called a \_\_\_\_\_.
- a) Travel Agent.
  - b) Travel agency.
  - c) Tour operator.
  - d) None of the above.
69. Which of the following is not the global leader ?
- a) World span.
  - b) Second course Sabre.
  - c) International.
  - d) World Wide web.
70. A business lounge will be found in a \_\_\_\_\_ hotel.
- a) Independent Hotel.
  - b) Resort Hotel.
  - c) Business Hotel.
  - d) None of these.