

This Question booklet contains 28 pages which is inclusive of cover page.

DO NOT OPEN THIS QUESTION BOOKLET UNTIL ASKED TO DO SO.

जब तक कहा न जाए, इस प्रश्न-पुस्तिका को न खोलें।

Q.P. Booklet Series

प्रश्न-पुस्तिका सीरीज़

B

Q.P. Booklet No.

प्रश्न-पुस्तिका क्रमांक

Question Paper : Paper III

प्रश्न-पत्र : प्रश्न-पत्र III

Question Paper Name : Four core area of Hospitality – F & B Service, Food Production, House Keeping, Front Office

प्रश्न-पत्र का नाम : आतिथ्य के चार मुख्य क्षेत्र – एफ एण्ड बी सर्विस, खाद्य उत्पादन, हाउस कीपिंग, फ्रंट ऑफिस

Duration : 2 hours

अवधि : 2 घण्टे

Total Marks : 200 Marks

कुल अंक : 200 अंक

Please fill in the following details in his/her own handwriting using ball point pen.

कृपया निम्नलिखित जानकारियों को अपनी हस्तलिपि में बाल पॉइंट पेन का प्रयोग करके भरिए।

Roll No.

रोल नं.

Answer Sheet No.

उत्तर पत्रक क्रमांक

Name of Candidate _____

परीक्षार्थी का नाम

Signature of Candidate _____

परीक्षार्थी के हस्ताक्षर

PLEASE READ INSTRUCTIONS ON THE BACK COVER CAREFULLY.

पिछले कवर पर दिए गए अनुदेशों को ध्यान से पढ़िए।

THIS QUESTION BOOKLET AND THE OMR ANSWER-SHEET ARE TO BE RETURNED ON COMPLETION OF THE TEST.

परीक्षा पूरी होने पर यह प्रश्न-पुस्तिका तथा ओ.एम.आर. उत्तर-पत्रक लौटा दें।

**(Four core area of Hospitality – F & B Service, Food Production,
House Keeping, Front Office)**

(100 Questions)

- (i) Each correct answer – 2 Marks
- (ii) Each no answer – 0 Mark
- (iii) Each wrong answer or repeated attempt – (minus) 0.5 Mark

1. The finished butter for PoissonMeuniere is

- (a) Beurre-noir
- (b) Beurre fondue
- (c) Beurre noisette
- (d) Beurre blanc

2. A compound butter is

- (a) Flavoured butter
- (b) Melted butter
- (c) Brown butter
- (d) Clarified butter

3. The correct culinary term for coarsely cut root vegetables is

- (a) Mirepoix
- (b) Paysanne
- (c) Macedoine
- (d) Julienne

4. A fricassee is classified as a
 - (a) Braise
 - (b) Pot roast
 - (c) Stew
 - (d) Roast

5. A gnocchi is
 - (a) A barrel shaped potato
 - (b) Small dumpling
 - (c) A soup
 - (d) A cream puff

6. Mussels are commonly prepared a' la marinie're , which means
 - (a) Steamed with wine , garlic and lemon
 - (b) Poached with wine , garlic and lemon
 - (c) Fried with wine , garlic and lemon
 - (d) Grilled with wine , garlic and lemon

7. Which of the following vegetable is a part of cabbage family
 - (a) Acorn squash
 - (b) Brussels sprouts
 - (c) Chicory
 - (d) Lettuce

8. Which of the following is not a mushroom variety
 - (a) Button
 - (b) Morel
 - (c) Shiitake
 - (d) Watercress

9. Polenta is
- (a) Wheat flour
 - (b) Buckwheat
 - (c) Corn meal
 - (d) Crushed lentils
10. In a combination cooking method, both dry heat and moist heat is applied to the main item. One good example of such method is
- (a) Braising
 - (b) Steaming
 - (c) Poaching
 - (d) Shallow frying
11. Tabliering is a method of
- (a) Setting frozen desserts
 - (b) Cake decoration
 - (c) Ice cream smoothening
 - (d) Chocolate tempering
12. Couverture, a French word meaning 'to coat', is commonly referred for
- (a) Margarine made from animal fat
 - (b) Dehydrated eggs
 - (c) Chocolate with increased cocoa butter
 - (d) Thinned pastry cream for used as a sauce

13. Mimosa is a type of
- (a) Candy
 - (b) Fondant
 - (c) Custard
 - (d) Frozen dessert
14. In a Meringue, the usual ratio of sugar to egg whites is _____, measured by weight
- (a) 1 : 1
 - (b) 2 : 1
 - (c) 3 : 1
 - (d) 1 : 3
15. Chablis, Shallots, Thyme and Mushroom trimmings are a part of the recipe of
- (a) Sauce Albufera
 - (b) Horseradish sauce
 - (c) Sauce Chateaubriand
 - (d) Robert sauce
16. Onion sauce is a derivative of
- (a) Espagnole
 - (b) Béchamel
 - (c) Veloute
 - (d) Hollandaise

17. Which of the following is served raw
- (a) T-bone steak
 - (b) Tournedos
 - (c) Chateaubriand
 - (d) Tartare steak
18. Hard crack stage of cooking sugar for pulled sugar is achieved at
- (a) 116 Degree C.
 - (b) 140 Degree C.
 - (c) 160 Degree C.
 - (d) 220 Degree C.
19. It is a highly-flavoured stock, usually enriched with white wine, made with fish bones using a technique known as the sweating method
- (a) Fumet
 - (b) Glaze
 - (c) Bouillon
 - (d) Jus d'Agneau
20. Remouillage is a term used for
- (a) Different slurries used as thickening agents
 - (b) A highly flavoured glossy sauce
 - (c) Stock made from bones that have already been used
 - (d) The hydrogenation process which causes the oil to remain solid at room temperature

21. _____ is Cold soup preparation from arhardaal and yoghurt from the state of _____.
- (a) Nahari, Kashmir
 - (b) Saarki , Gujarat
 - (c) Nalli, Lucknow
 - (d) Saar, Tamil Nadu
22. Chilly used in Laal Maans
- (a) BhuJholakia
 - (b) Byadagi
 - (c) Guntur
 - (d) Mathania
23. It is a slow simmering lamb trotter stew seasoned with potli ka masala.
- (a) Nihari
 - (b) Korma
 - (c) Pasanda
 - (d) Kaliyan
24. Small square pieces of meat used for kebab preparation.
- (a) Nalli
 - (b) Nihari
 - (c) Boti
 - (d) Trotter

25. Akuri, a spicy scrambled egg preparation is from
- (a) Goan cuisine
 - (b) Malabari cuisine
 - (c) Assamese cuisine
 - (d) Parsi cuisine
26. Systematic examination of guests' folios to ensure the accuracy of information is called as
- (a) Folio check
 - (b) Bucket check
 - (c) Batch post
 - (d) Charge assessment
27. A walk-in guest with no previous history of stay with the hotel is usually not accorded
- (a) Credit monitoring
 - (b) Late posting
 - (c) Charge privilege
 - (d) No post status
28. In case of a guaranteed reservation if a guest is a No show, the charges levied by the hotel are known as
- (a) Overhead charges
 - (b) Administrative expenses
 - (c) Reservation charges
 - (d) Retention charges

29. Ratio of a hotel's room types is known as its
- (a) Occupancy index
 - (b) Segmentation
 - (c) Room mix
 - (d) Room pie
30. Computation by dividing the RevPAR of the subject hotel by the RevPAR of the competitive set hotels is
- (a) RevPAR index
 - (b) RevPAR measurement
 - (c) GoPAR
 - (d) Yield measurement
31. Master folio is a term commonly associated with
- (a) Corporates
 - (b) City folio
 - (c) FITs
 - (d) Groups
32. Which of the following charges may qualify as visitors paid out
- (a) Guest's handwritten tip on the charge voucher to be paid to the waiter
 - (b) Night shift duty manager taking Rs 5000/ from Front office cashier for emergency medical treatment of an on-duty employee
 - (c) A guest depositing Rs 10,000 as advance at the time of arrival
 - (d) A guest paying in the hotel coffee shop for the meal of his colleague who is staying in a different room

33. CVV on a debit / credit card stands for
- (a) Card validity value
 - (b) Card verification value
 - (c) Card veracity vector
 - (d) Card value validation
34. A hotel can deal in foreign currency only on getting a valid license from
- (a) Finance ministry
 - (b) SEBI
 - (c) RBI
 - (d) FEMA
35. (I) A Personal cheque is signed once while a Traveller's cheque is signed twice
(II) It is mandatory to have a bank account to get a personal cheque or a traveller's cheque.
On the basis of the above two statements answer the following:
- (a) Both statement (I) and (II) are correct
 - (b) Both statement (I) and (II) are incorrect
 - (c) Statement (I) is correct while (II) is incorrect
 - (d) Statement (I) is incorrect while (II) is correct
36. HRACC committee for classification of 4- and 5-star category is chaired by
- (a) Secretary (Tourism), GoI
 - (b) Secretary (Tourism), State Government
 - (c) Additional Director General (Tourism), GoI
 - (d) Regional Director, India Tourism Office

37. As per the recent classification guidelines, which of the following has been made mandatory for 1 to 5 star hotels
- (a) Submission of data pertaining to digital transactions
 - (b) Training of unemployed youth under HSR program
 - (c) Minimum 30% staff should be HSR certified
 - (d) Pest control contract to be given to government agencies only
38. As per a recent amendment ,GST council has decided to charge tax on hotel room based on
- (a) Published tariff
 - (b) Declared tariff
 - (c) Actual tariff
 - (d) Council has exempted room tariff from GST
39. Room with a sofa which is convertible into a bed is known as
- (a) Cabana
 - (b) Parlour
 - (c) Studio
 - (d) Hospitality room
40. Which of the following is not required as part of calculation while applying Hubbartformula
- (a) Return on investment
 - (b) Expected ARR
 - (c) Expected occupancy
 - (d) Operating expenses

41. Hotel XYZ, a 300-room hotel has 60% occupancy on a given day. Hotel has a rack rate of Rs 4500/- and total room revenue for the given day is Rs 7,20,000/ . Calculate RevPAR
- (a) Rs 4000
 - (b) Rs 2400
 - (c) Rs 7500
 - (d) Rs 4500
42. Hotel ABC has 500 rooms. On a given day 300 rooms are occupied in which 480 number of guests are staying. Calculate the double occupancy percentage.
- (a) 62.5 %
 - (b) 36%
 - (c) 60%
 - (d) 41.66%
43. Hotel Raj Palace has 400 rooms and the rack rate for these rooms is Rs 5000. On a given day, 80% rooms are occupied at an ARR of Rs. 4200. Calculate the yield%
- (a) 95.23%
 - (b) 25.00%
 - (c) 72.50%
 - (d) 67.20%
44. During night audit each financial transaction is matched with its original source document. This is known as
- (a) Completing outstanding postings
 - (b) Updating the system
 - (c) Reconciling transactions
 - (d) Taking back-up

45. Opera PMS is a part of
- (a) IBM
 - (b) GE
 - (c) Oracle
 - (d) Symantec
46. According to room discrepancy report by Duty manager, room 106 is occupied as per front office record but vacant as per House keeping record. Which of the following is NOT a possibility in such a situation?
- (a) Skipper
 - (b) Sleeper
 - (c) Guest check-in not updated by receptionist
 - (d) A very recent guest check-in to the room
47. The room tariff consists of room rate only and the meals are charged as per actuals
- (a) Bermuda plan
 - (b) Continental plan
 - (c) American plan
 - (d) European plan
48. Which is world's largest hotel chain by number of properties
- (a) Choice hotels
 - (b) Intercontinental hotel group
 - (c) Hilton worldwide
 - (d) Wyndham Hotel Group

49. A system of time keeping that does not use a.m. and p.m. but follows a 24 hrs basis in which, as an example, 10.00 pm is written as 22.00. This system of time keeping is also called as
- (a) Military time
 - (b) Railway time
 - (c) Hotel time
 - (d) International time
50. Literal meaning of word concierge is
- (a) Caretaker of the house
 - (b) Keeper of the keys
 - (c) Single window
 - (d) Porter valet
51. The service of food and beverages may be carried out in many ways depending on a number of factors.' Which of the following is NOT such a factor for choosing the service style in a restaurant:
- (a) The type of Dishwashing facilities
 - (b) The type of establishment
 - (c) The type of menu presented
 - (d) The time available for the meal
52. Which of the following is a revolving drum half-full of ball-bearings, is used to clean silverware using water and soap solution:
- (a) Brassing-bearings
 - (b) Polivit
 - (c) Burnishing Machine
 - (d) Silver Dip

53. Which is the correct equipment to be given along with an 'ice cream sweet served in a tall glass':
- (a) Sundae spoon
 - (b) Grapefruit spoon
 - (c) Gourmet spoon
 - (d) Preserve spoon
54. In Classic Menu Sequence, both hot and cold puddings are served under this course:
- (a) Entremets
 - (b) Dessert
 - (c) Fromage
 - (d) Buffet Froid
55. A double shot/measure of Espresso is called:
- (a) Affogato
 - (b) Doppio
 - (c) Gelato
 - (d) Ristretto
56. Which of the following syrup has a flavouring of Blackcurrant:
- (a) Framboise
 - (b) Grenadine
 - (c) Orgeat
 - (d) Cassis

57. In warm damp weather, this fungus attacks the leaves & fruits of the vine. It is recognised by a grey mould. As a result of this fungus, an unpleasant flavour is imparted to the wine:
- (a) Botrytis cinerea
 - (b) Pourriture Noble
 - (c) Phylloxera vastatrix
 - (d) Saccharomyces cerevisiae
58. The Tartare flakes (crystal-like flakes) in a white wine is due to:
- (a) Crystallisation of gypsum bitartrate
 - (b) Crystallisation of potassium bitartrate
 - (c) Sedimentation of boric bitartrate
 - (d) All of the above
59. In the order of service (table service), there are some service conventions that are followed. Which of the following is Not a correct service convention:
- (a) Serving food before wine
 - (b) Using doilies on underplates
 - (c) Using separate service gear for different food items
 - (d) Silver service of food from the left hand side of the guest
60. Which of the following is Not a whisky based cocktail:
- (a) Whiskey Sour
 - (b) Thistle
 - (c) Singapore Sling
 - (d) Manhattan

61. In this coffee making method, water is boiled with sugar in a special copper pot having a long handle; finely ground coffee is added & stirred and the grounds are allowed to settle before serving:
- (a) Cona method
 - (b) Turkish or Egyptian method
 - (c) La cafetiere method
 - (d) Pour through still set method
62. Which of the following group of items is referred to as preserves:
- (a) Jam, marmalade
 - (b) Marmalade, butter
 - (c) Butter, jam
 - (d) Jam, sugar
63. Which of the following is Not an example of sparkling water:
- (a) Vittel
 - (b) Perrier
 - (c) Vichy Celestine
 - (d) Merlon
64. These wines have a little less fizz than ordinary champagnes. They have about two atmospheres, or pressure behind the cork:
- (a) Pink champagne
 - (b) Deluxe champagne
 - (c) Crémant
 - (d) Cuvee

65. Estufa is the term used to refer to:
- (a) Layer of yeast
 - (b) Heating chamber
 - (c) Table wines
 - (d) Oak cask
66. The grapes used in production of Cognac are:
- (a) Ugni blanc, folle blanche and colombard
 - (b) Pinot noir, folle blanche and colombard
 - (c) Folle blanche, trebbiano and chardonnay
 - (d) Ugni blanc, chardonnay and baco blanc
67. Zubrówka is a type of:
- (a) Grape
 - (b) Spice
 - (c) Cheese
 - (d) Grass
68. The closed end of a Cigar which is cut while smoking, is called:
- (a) Head
 - (b) Foot
 - (c) Flue
 - (d) Spike

69. The space between the cork and the top of the wine in a bottle; is called:
- (a) Vitola
 - (b) Angel's share
 - (c) Ullage
 - (d) Pomagne
70. The term that encompasses type of soil, micro, and macro climate of a vineyard is:
- (a) Hermitage
 - (b) Cote
 - (c) Chateau
 - (d) Terroir
71. The three copies of a KOT that are used in a Triplicate checking system are:
- (a) Kitchen copy, Cashier copy and Book copy
 - (b) Accounts copy, Guest copy and Kitchen copy
 - (c) Kitchen copy, Cashier copy and Guest copy
 - (d) Kitchen copy, Book copy and Supplement copy
72. Which of the following is Not a Bourbon whisky brand:
- (a) Old crow
 - (b) Jim beam
 - (c) Monkey shoulder
 - (d) Wild turkey

73. The high chairs that are used in food service establishments to make the children sit, are called:
- (a) Banquet chairs
 - (b) Crib chairs
 - (c) Bubble chairs
 - (d) Nanny chairs
74. When converted into millilitres, the quantity of 1 fl oz [one fluid ounce U.K.] is equal to:
- (a) 24.7 ml
 - (b) 28.4 ml
 - (c) 45 ml
 - (d) 30.3 ml
75. The term Coffey still or Continuous still is another name for:
- (a) Patent still distillation
 - (b) Alembic distillation
 - (c) Pot still distillation
 - (d) Maceration still
76. Compounds that impart good wetting power, emulsifying power, and suspending power to detergents are called as
- (a) Solvents
 - (b) Saponifiers
 - (c) Surfactants
 - (d) Softeners

77. The water insoluble material that forms when soap combines with hardness causing salts in hard water
- (a) Sours
 - (b) Soap curd
 - (c) Suds
 - (d) Mud
78. A preferred fabric for table cloth
- (a) Damask
 - (b) Chamois
 - (c) Polyester
 - (d) Baize
79. It is recommended to turn and rotate the mattress on a regular basis, to a recommended frequency of
- (a) Once every day
 - (b) Once a month
 - (c) Quarterly
 - (d) Half-yearly
80. Naperon is also known as
- (a) Parafin wax
 - (b) Crib
 - (c) Duvet
 - (d) Slip cloth

81. Par number is a term associated with

- (a) Stock requirement
- (b) FIFO and LIFO
- (c) Laundry cycle
- (d) Discarded linen

82. Apply starch paste on the stain and leave for one hour. Rub off the paste. Pour boiling water over it. Rub borax and salt over the stain. Pour boiling water over it.

The stain removal process given above is applicable for stains caused by

- (a) Dye
- (b) Egg
- (c) Fruit juice
- (d) Grease

83. Hand caddy is a

- (a) Housekeeping employee
- (b) Two-wheeled Trolley
- (c) Portable container
- (d) Golf cart

84. Acids and alkali that aid in cleaning process are known as

- (a) Solvents
- (b) Reagents
- (c) Abrasives
- (d) Disinfectants

85. While servicing rooms priority should be given as
- (a) Occupied rooms, guest requests, vacant rooms
 - (b) Vacant rooms, occupied rooms, guest requests,
 - (c) Guest requests, vacant rooms, occupied rooms
 - (d) Occupied rooms, dirty rooms, guest request
86. Prang's name is commonly associated with
- (a) A style of flower arrangement
 - (b) Principles of design
 - (c) Use of natural lighting
 - (d) Colour wheel
87. Line, form, colour and texture are associated with
- (a) Units of design
 - (b) Elements of design
 - (c) Basic types of design
 - (d) Safety factors in design
88. Document detailing the minimum qualities or traits required by an individual to perform a particular job is called as
- (a) Job description
 - (b) Job specification
 - (c) Job list
 - (d) Job assignment

89. A colour scheme based on hues that lie next to each other on the colour wheel
- (a) Monochromatic colour scheme
 - (b) Analogous colour scheme
 - (c) Complementary colour scheme
 - (d) Tetrad colour schemes
90. This term is used to smooth the floor with a low speed floor polishing machine
- (a) Damp-dust
 - (b) Glaze
 - (c) Sponge
 - (d) Buff
91. The most appropriate size of a double blanket, out of the options given below is (in inches)
- (a) 72×108
 - (b) 70×75
 - (c) 90×100
 - (d) 100×140
92. Guest supplies that are expected to be used up or taken away by the guest on leaving the property
- (a) Guest amenities
 - (b) Guest expendables
 - (c) Guest essentials
 - (d) Guest loan items

93. On a pH scale of 0 to 14, alkalis will have value of
- (a) Less than 7
 - (b) More than 7
 - (c) 7
 - (d) 0
94. The department housekeeping would interact closely on a daily basis would be
- (a) Accounts
 - (b) Enginnering
 - (c) HRD
 - (d) Sales
95. The method in which fibres are directly converted into fabric without being spun into yarn
- (a) Knitting
 - (b) Netting
 - (c) Felting
 - (d) Braiding
96. A frequency schedule tells you
- (a) How often to clean
 - (b) How long it should take to clean
 - (c) How many people should clean
 - (d) How and where to clean

97. As per internationally accepted dry cleaning codes which of the following symbol denotes 'Article may be normally dry cleaned in all solvents usually used for dry-cleaning'

(a) **A**

(b) **P**

(c) **F**

(d) **Z**

98. Dry rot is a condition in which damage is caused to a property by

(a) Fungi

(b) Moths

(c) Termite

(d) Silverfish

99. Flush, break, suds, bleach etc are associated with which stage of laundry cycle

(a) Pre-washing

(b) Washing

(c) Rinsing

(d) Hydro-extraction

100. Loofah pads are a part of

(a) Room amenities

(b) Bathroom amenities

(c) Guest loan items

(d) Guestroom wardrobe

INSTRUCTIONS TO CANDIDATE

परीक्षार्थी के लिए अनुदेश

- Candidate must read the instruction before start replying :

जवाब देना आरम्भ करने से पहले उम्मीदवार को निर्देश पढ़ना चाहिए :

 - There are 100 Multiple Choice Questions in this booklet, all carry equal marks.
100 बहुविकल्पी सवाल इस पुस्तिका में हैं, तथा सबके अंक बराबर हैं।
 - For correct answer darken/blacken the appropriate bubble/circle.
सही सवाल का जवाब देने के लिए उचित बुलबुला/वृत्त काला करें।
 - Use blue or black ball point pen.
नीले या काले रंग की स्याही का उपयोग करें।
 - Each correct answer carry **two** marks.
प्रत्येक सवाल के सही जवाब के दो अंक मिलेंगे।
 - For a wrong answer 0.50 marks will be deducted.
एक सवाल के गलत जवाब के लिए 0.50 अंक की कटौती की जाएगी।
 - No mark will be awarded for question not attempted.
प्रश्न का प्रयास नहीं करने पर कोई अंक प्राप्त नहीं होगा।
 - Darkening of two or more bubbles/circles for answering MCQ will be treated as wrong answer.
दो या दो से अधिक बुलबुले Darkening कर MCQ प्रश्न के लिए उत्तर को गलत जवाब माना जाएगा।
- Candidate must write his/her name, Roll Number and Answer Sheet Number on the cover page of this Question Paper Booklet.

उम्मीदवार अवश्य इस प्रश्न पत्र बुकलेट के कवर पेज पर अपना नाम, रोल नंबर और उत्तर-पत्र नंबर लिखें।
- Candidate must hand over the question paper booklet along with Answer Sheet to the invigilator at the end of Examination.

अभ्यर्थी परीक्षा उपरांत प्रश्न-पत्र के साथ-साथ उत्तर-पत्र शीट को अन्वेषक को सौंप दें।
- No extra sheet will be given to the candidate for rough work. They can use any blank space on the Question paper booklet for the purpose.

किसी कच्चे काम के लिए उम्मीदवार को कोई अतिरिक्त कागज नहीं दिया जाएगा। वे प्रयोजन के लिए प्रश्न-पुस्तिका में किसी भी रिक्त स्थान का उपयोग कर सकते हैं।