

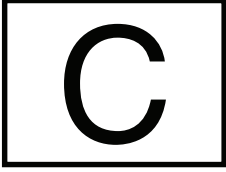
This Question booklet contains 24 pages which is inclusive of cover page.

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



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 Hour (From 11.30 a.m. to 1.30 p.m.)

अवधि : 2 घण्टे (11.30 ए.एम. से 1.30 पी.एम.)

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।

1. A powder room attendant reports to the:
 - (a) Assistant housekeeper
 - (b) Control desk supervisor
 - (c) Public area supervisor
 - (d) Floor supervisor

2. A list that identifies all key tasks that must be performed, in order of their importance by an individual occupying a specific position within the department is known as:
 - (a) Job specification
 - (b) Job description
 - (c) Position description
 - (d) Job list

3. A duplicate key of the floor pantry is kept with the:
 - (a) Assistant housekeeper
 - (b) Floor supervisor
 - (c) Guest room attendant
 - (d) Control desk supervisor

4. Which of the following is considered while determining staff strength for the department?
 - (a) The type of hotel
 - (b) The volume of work to be done
 - (c) The time when the work area is available
 - (d) All of the above

5. In what type of training would an un-rented model room be set up to train several employees?
 - (a) Simulation training
 - (b) On-the-job training
 - (c) Off-the-job training
 - (d) Refresher training

6. A description that lays down the required quality levels for employees' performance is known as:
- (a) Productivity standards
 - (b) Performance standards
 - (c) Quality standards
 - (d) None of the above
7. Lead-time quantity + safety stock level =
- (a) Minimum inventory quantity
 - (b) Maximum inventory quantity
 - (c) Emergency inventory quantity
 - (d) Par level quantity
8. Guest supplies that are not normally found in a guestroom, but available upon request are known as:
- (a) Guest amenities
 - (b) Guest expendables
 - (c) Guest deliverables
 - (d) Guest loan items
9. Thorough cleaning, which is generally carried out once or twice a year is called as
- (a) Routine cleaning
 - (b) Winter cleaning
 - (c) Spring cleaning
 - (d) High cleaning
10. Which of the following is an important quality for a house keeping personnel
- (a) Eye for detail
 - (b) Honest
 - (c) Good health
 - (d) All of the above

- 11.** The room in which two single beds are separated from each other is known as
- (a) Single room
 - (b) Double room
 - (c) Twin room
 - (d) Cabana
- 12.** Dustettes are:
- (a) Dust collection bags
 - (b) Types of dusters
 - (c) Dustbin bags
 - (d) Small vacuum cleaners
- 13.** A compound that has no surface-active properties but give bulk to the detergents, is known as:
- (a) Additive
 - (b) Builder
 - (c) Active ingredient
 - (d) Chelating agent
- 14.** Detergents work by
- (a) Increasing surface tension of water
 - (b) Not affecting surface tension of water
 - (c) Lowering surface tension of water
 - (d) Agitating water
- 15.** Grease is easily dissolved by
- (a) Detergent solution
 - (b) Hot water
 - (c) Steam
 - (d) Organic solvents

- 16.** Chemically, vinegar is acetic acid with a strength of:
- (a) 4%
 - (b) 6%
 - (c) 8%
 - (d) 10%
- 17.** A single blanket measures
- (a) 60" × 95"
 - (b) 70' × 100"
 - (c) 70" × 105"
 - (d) 84" × 105"
- 18.** A pleated fabric skirting that extends around the sides and foot of a bed is known as:
- (a) Bedspread
 - (b) Fitted cover
 - (c) Dust ruffle
 - (d) Bed cover
- 19.** Brass is an alloy of:
- (a) Copper and zinc
 - (b) Copper and tin
 - (c) Copper and steel
 - (d) Copper and aluminium
- 20.** Size of a king size bed is"
- (a) 5'6" × 6'6"
 - (b) 5'6" × 6'10"
 - (c) 6' × 6'6"
 - (d) 6' × 6'10"

- 21.** A night spread is also known as the:
- (a) Third sheet
 - (b) Snooze sheet
 - (c) Crinkle sheet
 - (d) All of the above
- 22.** GRA moves from one room to the other and completes the same task in every room before returning to begin the cycle again for the next task on list. This is:
- (a) Orthodox cleaning
 - (b) Deep cleaning
 - (c) Block cleaning
 - (d) Group cleaning
- 23.** Mild acids that are used to neutralize any residual alkalinity in fabrics after washing are known as:
- (a) Finishers
 - (b) Cleaners
 - (c) Neutralizers
 - (d) Sours
- 24.** A scheme where two or three colours that lie next to each other on a colour wheel are used, is known as:
- (a) Monochromatic colour scheme
 - (b) Double analogous colour scheme
 - (c) Analogous colour scheme
 - (d) Triad colour scheme.
- 25.** A floating flower arrangement is known as:
- (a) Nonohana
 - (b) Ukibana
 - (c) Morimano
 - (d) Moribana

- 26.** Which of the following occurs when a hotel accepts group business at the expense of turning away transient guests?
- (a) Overbooking
 - (b) Rate discounting
 - (c) Displacement
 - (d) Sellouts
- 27.** For which of the following is the Hubbart Formula most useful?
- (a) Forecasting occupancy
 - (b) Forecasting Room availability
 - (c) Fixing room tariff
 - (d) Fixing variable cost
- 28.** The first step in night audit routine is to
- (a) Verify all room rates
 - (b) Post room rates and taxes
 - (c) Balance all departments
 - (d) Complete outstanding postings
- 29.** Which of the following is not a front office departure procedure?
- (a) checking for mail and messages.
 - (b) updating the account aging schedule.
 - (c) posting outstanding charges.
 - (d) Inquiring about additional recent charges.
- 30.** Room near the swimming pool used for wash and change purpose is called as
- (a) Duplex
 - (b) Lanai
 - (c) Cabana
 - (d) Efficiency room

- 31.** Hotel XYZ has 300 rooms , out of which 240 are occupied on a given day in which 270 guests are staying. Room occupancy percentage for that day is
- (a) 60 %
 - (b) 80 %
 - (c) 90%
 - (d) 100%
- 32.** A hotel situated close to the airport is called as
- (a) Transit hotel
 - (b) Resort
 - (c) Downtown hotel
 - (d) Convention hotel
- 33.** All of the following are usually included in a confirmation letter except:
- (a) the length of stay
 - (b) the room rate
 - (c) a reservation confirmation number
 - (d) the room number
- 34.** 'C' Form is related to
- (a) Foreigner reservation
 - (b) Foreigner registration
 - (c) Foreigner Check-out
 - (d) Foreigner airport transfer
- 35.** Which of the following is not considered a part of the uniformed service?
- (a) bell attendants
 - (b) door attendants
 - (c) valet parking attendants
 - (d) front desk agents

- 36.** Guest paging is usually carried out by
- (a) Bell boy
 - (b) Room boy
 - (c) Cashier
 - (d) GRE
- 37.** The situation when ARR may be equal to RevPAR is when
- (a) double occupancy is 100%
 - (b) double occupancy is 50%
 - (c) Occupancy is 100%
 - (d) Occupancy is 50%
- 38.** Select the odd one
- (a) Fidelio
 - (b) IDS
 - (c) Opera
 - (d) Trivago
- 39.** Discount given for lapse in service is called as
- (a) Transfer
 - (b) zero out
 - (c) Allowance
 - (d) Paid out
- 40.** Which of the following is a common use of a guest history file?
- (a) Tracking delinquent accounts
 - (b) account aging
 - (c) compiling a mailing list
 - (d) validating points for frequent-traveller clubs.

- 41.** The process of recording transactions on a folio is called
- (a) settlement
 - (b) posting
 - (c) auditing
 - (d) balancing
- 42.** The front desk's chronicle of events, guest complaints, and requests is called
- (a) a reader board
 - (b) a log book
 - (c) an information directory
 - (d) a master register
- 43.** The efforts of front desk agents to convince guests to rent rooms in categories above standard accommodations are called:
- (a) upgrading
 - (b) consumer acceptance
 - (c) upselling
 - (d) preregistration activities
- 44.** EIH Ltd is a term associated with
- (a) Taj group
 - (b) Oberoi group
 - (c) Centaur group
 - (d) Fortune group
- 45.** Guest who fails to arrive after giving reservation is called as
- (a) No show
 - (b) Walk-in
 - (c) Understay
 - (d) Overstay

46. The yield statistic is equal to:
- (a) potential rooms revenue divided by actual rooms revenue
 - (b) the occupancy percentage multiplied by the achievement factor
 - (c) the average daily rate multiplied by the rate spread.
 - (d) the occupancy percentage multiplied by the average daily rate.
47. Departmental income statements are called:
- (a) line items
 - (b) revenue summaries
 - (c) schedules
 - (d) consolidations
48. City ledger accounts are related to
- (a) Walk in guests
 - (b) Bill to company guests
 - (c) Paid in advance guests
 - (d) Scanty baggage guests
49. Internal control in the front office involves:
- (a) tracking transaction documents.
 - (b) verifying account entries and balances.
 - (c) identifying vulnerabilities in the accounting system.
 - (d) all of the above.
50. A food plan which includes American breakfast along with accommodation is called
- (a) American plan
 - (b) Modified American plan
 - (c) Continental plan
 - (d) Bermuda plan

- 51.** A skilled chef who has gained expertise in one area of kitchens; is called:
- (a) Master Chef
 - (b) Sous Chef
 - (c) Chef de Partie
 - (d) Executive Sous Chef
- 52.** Which of the following is a part of the chef's uniform:
- (a) Sauvignon blanc
 - (b) Blanc de blanc
 - (c) Toque blanc
 - (d) Boudin blanc
- 53.** Which of the following is a heavy knife with a large wide blade, used in Chinese kitchen for cutting and chopping:
- (a) Palette
 - (b) Cleaver
 - (c) Tourne knife
 - (d) Paring Knife
- 54.** A mixture of egg yolks and cream which is used to thicken sauces & soups is called:
- (a) Slurry
 - (b) BeurreManie
 - (c) Roux
 - (d) Liaison
- 55.** The pigment present in red vegetables like red cabbage and purple potatoes is:
- (a) Anthocyanin
 - (b) Chlorophyll
 - (c) Anthoxanthin
 - (d) Hemoglobin

- 56.** Which of the following is Not a cut of Fish:
- (a) Darne
 - (b) Fumet
 - (c) Tronçon
 - (d) Fillet
- 57.** Small fine dices (2mm X 2mm X 2mm) of a vegetable are called:
- (a) Brunoise
 - (b) Julienne
 - (c) Jardinere
 - (d) Macedoine
- 58.** A natural process where the animal's muscles stiffen up after slaughtering, is known as:
- (a) Rigor Mortis
 - (b) Stunning
 - (c) Dextrinization
 - (d) Maceration
- 59.** Alligator Pear is another name for:
- (a) Jackfruit
 - (b) Aubergine
 - (c) Artichoke
 - (d) Avocado
- 60.** English muffins topped with ham, poached egg and hollandaise sauce; usually served in breakfast & brunch, is called:
- (a) Oeuf Florentine
 - (b) Oeuf Brouille
 - (c) Oeuf Benedict
 - (d) Oeuf Farcis

- 61.** Royal icing is prepared by :
- (a) Beating egg yolks & icing sugar with a flat paddle
 - (b) Beating egg whites & liquid glucose with a flat paddle
 - (c) Beating egg whites & boiled sugar syrup with a flat paddle
 - (d) Beating egg whites & icing sugar with a flat paddle
- 62.** The Flash Method used for Pasteurization of Milk is:
- (a) Milk is heated to 71 degree C and held there for at least 15 seconds
 - (b) Milk is heated to 62 degree C and held there for at least 30 seconds
 - (c) Milk is heated to 55 degree C and held there for at least 15 minutes
 - (d) Milk is heated to 100 degree C and held there for at least 5 minutes
- 63.** Which of the following is Not used as glaze for breads:
- (a) Egg wash glaze
 - (b) Starch glaze
 - (c) Demiglaze
 - (d) Salt water glaze
- 64.** Which of the following is a type of bread from Germany:
- (a) Pretzel
 - (b) Lavash
 - (c) Koubiz
 - (d) Pikelet
- 65.** Which of the following Non-vegetarian delicacy is Not from Rajasthani cuisine:
- (a) Laal Maans
 - (b) Safed Maans
 - (c) Batero
 - (d) Maanskikadhi

66. The process of flavouring dishes with smoke with the help of a live coal, hot ghee and sometimes mixing with aromatic herbs or spices, is called:
- (a) Dhungar
 - (b) Dum dena
 - (c) Baghar
 - (d) Duruskarna
67. Which of the following is a pear-shaped pot with a lid, made of brass, copper or aluminium? The shape of this utensil is ideally suited for Dum method:
- (a) Kadhai
 - (b) Lagan
 - (c) Soop
 - (d) Degchi
68. A preparation of lamb from Bengal that gets its unique dark colour from the iron kadhai that it is cooked in and the caramelized sugar; usually eaten with deep fried bread luchi, is called:
- (a) Kasha Mangsho
 - (b) Kundakaliyaa
 - (c) Potoler Dolma
 - (d) DoiMaans
69. Which of the following is a thick fish curry from Goa? Rice is used as thickening agent and base of the gravy is coconut:
- (a) Cabidel
 - (b) Caldeen
 - (c) Sorpotel
 - (d) Xacutti
70. Choose the incorrect group of 'tenderising agents for meat' in kebab preparations:
- (a) Raw Papaya, Raw Figs, Yoghurt, Tamarind
 - (b) Kachri, Raw Papaya, Raw figs, Tamarind
 - (c) Kachri, Vinegar, Raw Figs, Saffron
 - (d) Raw Papaya, Raw Pineapple, Yoghurt, Vinegar

71. Paper thin layers or sheets of rolled dough; used in making dishes like Baklava, are known as:
- (a) Phyllo pastry
 - (b) Nori sheets
 - (c) Sashimi sheets
 - (d) Flan pastry
72. A famous blue-veined cheese from the regions of Piedmont & Lombardy in Italy; made from Cow's milk is known as:
- (a) Mascarpone
 - (b) Pecorino
 - (c) Ricotta
 - (d) Gorgonzola
73. Which of the following is a Tubular Pasta that is at least 3 inches long and 1-1.5 inches in diameter? It is used for stuffing different fillings in it:
- (a) Paccheri
 - (b) Cannelloni
 - (c) Bucatini
 - (d) Linguine
74. A sauce formulated by J.W. Lea and W.H. Perrins; very popular as a table condiment, is:
- (a) Worcestershire
 - (b) Tabasco
 - (c) Harissa
 - (d) Peri-peri
75. Whitish or greyish patch on the surface of chocolate that can be caused due to heat or moisture, is called:
- (a) Callet
 - (b) Conching
 - (c) Praline
 - (d) Bloom

- 76.** Commis de rang is
- (a) Station waiter
 - (b) Assistant station waiter
 - (c) Waiter
 - (d) Head waiter
- 77.** Weetabix is a type of
- (a) Breakfast cereal
 - (b) Cracker biscuit served with cheese
 - (c) Breakfast roll
 - (d) Soft cheese
- 78.** Aluminum plate is found in the following method of silver tarnish removal
- (a) Polivit
 - (b) Silver dip
 - (c) Burnishing machine
 - (d) Plate powder
- 79.** The standard size of a restaurant square table to seat 4 pax is
- (a) 2 ft square
 - (b) 2 ft 6 inch square
 - (c) 3 ft square
 - (d) 1 ft 6 inch square
- 80.** Souper means
- (a) Soup Tureen
 - (b) Supper
 - (c) Soup bowl
 - (d) Very good

- 81.** A bill of fare is
- (a) The restaurant bill
 - (b) The feedback form
 - (c) The menu
 - (d) A discount voucher
- 82.** Chateaubriand is
- (a) Red wine
 - (b) Double fillet steak
 - (c) Wineryard
 - (d) Sirloin steak
- 83.** Roast leg of lamb is an example of
- (a) Relevee Course
 - (b) Roti Course
 - (c) Entrée Course
 - (d) Farineaux Course
- 84.** Which of the following is a Swiss cheese?
- (a) Demi sel
 - (b) Caerrphilly
 - (c) Edam
 - (d) Gruyere
- 85.** Calypso coffee is laced with
- (a) Dark rum
 - (b) Light rum
 - (c) Benedictine
 - (d) Tia Maria

- 86.** Bucks Fizz will typically contain
- (a) Apple juice
 - (b) Soda
 - (c) Orange juice
 - (d) Sparkling mineral water
- 87.** Drambuie is used in
- (a) Manhattan
 - (b) Thistle
 - (c) Scotch Mist
 - (d) Rusty Nail
- 88.** Bual is a style of
- (a) Sherry
 - (b) Port
 - (c) Madiera
 - (d) Marsala
- 89.** Hocks are wines from
- (a) Portugal
 - (b) Australia
 - (c) USA
 - (d) Germany
- 90.** Which of the following is Orange flavoured?
- (a) Chartreuse
 - (b) Grand marnier
 - (c) Strega
 - (d) Sambuca

- 91.** Plymouth gin is a gin from
- (a) Holland
 - (b) Scotland
 - (c) England
 - (d) Ireland
- 92.** Which of the following is Not kept on a food service table as a centre appointment:
- (a) Cruet Set
 - (b) Bud Vase
 - (c) Table Number
 - (d) Water Jug
- 93.** Which of the following is Not a cheese variety:
- (a) Edam
 - (b) Gruyere
 - (c) Clamart
 - (d) Gouda
- 94.** The sauce which is an emulsion of egg yolk with butter, is:
- (a) Hollandaise
 - (b) Espagnole
 - (c) Tomato
 - (d) Harissa
- 95.** An equipment that is used for holding the ice-cubes or ice-shavings while serving a beverage in restaurant is called:
- (a) Ladle
 - (b) Strainer
 - (c) Ice bucket
 - (d) Preserve dish

- 96.** Grappa is a beverage from
- (a) France
 - (b) Germany
 - (c) Italy
 - (d) Scandinavia
- 97.** Consomme having a garnish of Savoury custard cubes is called:
- (a) Alexendra
 - (b) Royale
 - (c) Carmen
 - (d) Brunoise
- 98.** Tuborg is a beer from
- (a) Australia
 - (b) Holland
 - (c) Denmark
 - (d) England
- 99.** Bar Optic is an equipment used in
- (a) Under bar
 - (b) Back bar
 - (c) Front bar
 - (d) Bottle store
- 100.** The standard gangway in banquets is
- (a) 6 ft
 - (b) 5 ft
 - (c) 4 ft
 - (d) 3 ft

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।