

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

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

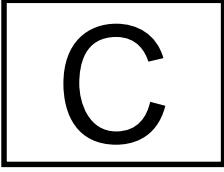
जब तक कहा न जाए, इस प्रश्न-पुस्तिका को न खोलें।

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-Food Production, F & B Service, Front Office, House Keeping

प्रश्न-पत्र का नाम

: आतिथ्य के चार मुख्य क्षेत्र-खाद्य उत्पादन, एफ एण्ड बी सर्विस, फ्रंट ऑफिस, हाउस कीपिंग

Duration

: 2 hours (from 2.00 p.m. to 4.00 p.m.)

अवधि

: 2 घण्टे (2.00 पी.एम. से 4.00 पी.एम.)

Total Marks

: 200 Marks

कुल अंक

: 200 अंक

Please fill in the following details using ball point pen.

कृपया निम्नलिखित जानकारियों को बाल पॉइंट पेन का प्रयोग कर 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।

PART – I
(Food Production)

(25 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. One of the components of Herbs de Provence is

- (a) Rosemary
- (b) Tarragon.
- (c) Lavender.
- (d) None of these.

2. Slush is the common name for

- (a) Frozen dessert.
- (b) Japanese style cooking.
- (c) Frozen carbonated beverages.
- (d) Dry fruits.

3. What is the main ingredient of Osso Buco?

- (a) Baby Lamb
- (b) Assorted Fish
- (c) Veal
- (d) Lamb Trotters

4. Chiffon, Marble and Bundt are types of what?

- (a) Type of Icings
- (b) Type of frozen deserts
- (c) Type of cakes
- (d) Savoury Pie

5. What is Compass plant?
- (a) A plant naturally indicates the time of the day.
 - (b) Rosemary
 - (c) Basil
 - (d) None of these
6. Flour which is ground coarse and is usually of a polished grain is called
- (a) Farina
 - (b) Whole wheat flour
 - (c) Soft flour
 - (d) None of these.
7. What is a Mezzaluna?
- (a) Japanese method of cooking
 - (b) Famous cheese from Africa
 - (c) Equipment for chopping
 - (d) None of these
8. Focaccia is also used for making
- (a) Crostini
 - (b) Brioche
 - (c) Epi
 - (d) Biova
9. What are the main ingredients of vichyssoise?
- (a) Leek and Potato
 - (b) Leek and French Onion
 - (c) Leek and Celery
 - (d) None of these

- 10.** Pumpernickel is made with
- (a) Whole mill flour
 - (b) Bajra flour
 - (c) Rye flour
 - (d) None of these
- 11.** Halloumi is a Greek Cheese made from
- (a) Cow's milk
 - (b) Goat milk
 - (c) Ewe's milk
 - (d) None of these
- 12.** Bavarois means
- (a) Any dessert made with crème Anglaise
 - (b) A flowery designed pudding mould
 - (c) A hot dessert served chilled
 - (d) A chilled dessert made with crème Anglaise, whipped cream and setting with gelatine
- 13.** A condiment made with the mixture of orange and lemon zest, chopped parsley and garlic used to flavour OSSO BUCCO
- (a) Bagna Cauda
 - (b) Zahtar
 - (c) Zhug
 - (d) Gremolata
- 14.** A hot chilli paste used as sauce in North African Cuisine is known as
- (a) Chimichurri
 - (b) Chilli Marmalade
 - (c) Harissa
 - (d) Tobasco

15. Remouillage is French term for
- (a) Rewetting
 - (b) Brown Stock
 - (c) Stewing
 - (d) None of these
16. Which Carotenoid colour pigment provides red colour in Tomato and Watermelon?
- (a) Xanthophyll
 - (b) Gamma-Carotene
 - (c) Lycopene
 - (d) Beta-Carotene
17. In Sous-Vide cooking process, cooked or raw food is rapidly chilled between
- (a) -1°C to 2°C
 - (b) 0°C to 3°C
 - (c) -4°C to 0°C
 - (d) None of these
18. Out of the following which is not a Stew?
- (a) Blanquette
 - (b) Fricassee
 - (c) Navarine
 - (d) Noilly
19. A large pieces of Monkfish oven-roasted like a leg of lamb is known as
- (a) Gigot de mer
 - (b) Crecy
 - (c) Vert-pre
 - (d) None of these
20. A type of noodle or dumpling in German style
- (a) Spatzel
 - (b) Sosse
 - (c) Schnitzel
 - (d) Epice

21. A thick Creole soup or dish thickened with Okra, known as
- (a) Fricassee
 - (b) Gumbo
 - (c) Farine
 - (d) None of these
22. This pastry is mainly commercially and traditionally used in Greek and Turkish sweet and savoury pies.
- (a) Mille Feuille
 - (b) Palmiers
 - (c) Strudel
 - (d) Phyllo
23. In Menu-Mix, Plough Horse means
- (a) High popularity, high profit
 - (b) Low popularity, high profit
 - (c) High popularity, low profit
 - (d) Low popularity , low profit
24. A waxy coating on an eggshell that seals the pores from bacterial contamination and moisture loss is known as
- (a) Chalaza
 - (b) Cuticle(Bloom)
 - (c) Vitelline membrane
 - (d) None of these
25. A Hungarian speciality Bacon is called
- (a) Apple glazed Bacon
 - (b) Tempeh Bacon
 - (c) Gypsy Bacon
 - (d) None of these

PART – II
(Food & Beverage Service)

(25 Questions)

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

26. Maître d'hôtel in a restaurant is:

- (a) Waiter
- (b) Head Waiter
- (c) Station Waiter
- (d) Trainee

27. 'Trancheur' in restaurant is:

- (a) Aboyer
- (b) Reception Waiter
- (c) Carver
- (d) Wine Waiter

28. Capacity of 'demi- tasse' is:

- (a) $3\frac{1}{3}$ fl oz
- (b) 4 fl oz
- (c) $4\frac{1}{2}$ fl oz
- (d) 3 fl oz

29. Which of the following is not a silver cleaning method:

- (a) Polivit
- (b) Silver Dip
- (c) Burnishing Machine
- (d) Brasso

30. 'Plate of the day' to promote special dish in an F & B Service outlet is termed as:
- (a) Plate du jour
 - (b) Carte du jour
 - (c) A'la carte
 - (d) Cyclic Menu
31. A mixture of breakfast cereals, dry fruits and nuts is called:
- (a) Chocopie
 - (b) Muesli
 - (c) Cornflakes
 - (d) Masala Oats
32. 'Entremet' in French classical menu sequence is:
- (a) Savoury
 - (b) Entree
 - (c) Eggs
 - (d) Sweets
33. 'Angels on horseback' means:
- (a) Prunes wrapped in bacon
 - (b) Oysters wrapped in bacon
 - (c) Mushrooms on toast
 - (d) Tomato halves garnished with mushrooms
34. Which of the following is not a Napkin fold
- (a) Cock's comb
 - (b) Bishop's crown
 - (c) Lint
 - (d) Cone
35. What is 'Mise-en-place' in restaurant operations
- (a) Putting in place
 - (b) Announcing a menu
 - (c) Pest control
 - (d) Setting the environment for service

36. The girth of a cigar is customarily expressed in ring gauge. A ring gauge is
- (a) 1/18 of an inch
 - (b) 1/64 of an inch
 - (c) 1/54 of an inch
 - (d) 1/36 of an inch
37. 'Kopi Luwak' is also known as:
- (a) Green tea
 - (b) Cold coffee
 - (c) Civet coffee
 - (d) Brownie with ice-cream
38. Which of the following is not a wine pest or disease:
- (a) Phylloxera Vastaria
 - (b) Downy Mildew
 - (c) Noble Rot
 - (d) Ullage
39. Which of the following is not a reason for 'Decanting' a wine:
- (a) To add color and flavour to the wine
 - (b) To remove sediments
 - (c) To allow the wine to breathe
 - (d) To develop it's bouquet
40. The process of removing sediments from the bottle that has been collected near the cap (in champagne making process) is called:
- (a) Remuage
 - (b) Dégorgement
 - (c) Dosage
 - (d) Angel's Share

41. Drambuie is:
- (a) Honey & herbs flavoured liqueur with the base of scotch whisky
 - (b) Honey flavoured liqueur with the base of vodka
 - (c) Coconut milk flavoured liqueur with the base of rum
 - (d) Deep fried ice-cream
42. A vertical wall-kind fixture strongly attached to the bar floor, which separates the bar counter from the rest of the room, is called:
- (a) Bar die
 - (b) Under bar
 - (c) Glass rack
 - (d) Back bar
43. 'Martini' is made with:
- (a) Gin & cointreau
 - (b) Gin & soda
 - (c) Vodka & drambuie
 - (d) Gin & vermouth
44. 'Spoons & Forks' in restaurant/catering trade is denoted by the term:
- (a) Cutlery
 - (b) Hollowware
 - (c) Sugar Basin
 - (d) Flatware
45. A Cutlery that is made up of 18/8 Stainless Steel, is:
- (a) 18% aluminium and 8% copper
 - (b) 18% chromium and 8% nickel
 - (c) 18% zinc and 8% silica
 - (d) 18% nickel and 8% copper

46. 'Earl Grey' is a blend of:
- (a) Green tea & white tea
 - (b) Oolong tea & jasmine
 - (c) Green tea & lotus
 - (d) Darjeeling tea & China tea
47. The spirit/liqueur which is the base for Monk's coffee, is:
- (a) Rum
 - (b) Bénédictine
 - (c) Tia-maria
 - (d) Vodka
48. Which of the following is the word that reflects the expression in a wine of the soil, climate & farming methods of a vineyard site:
- (a) Vintage
 - (b) Tannin
 - (c) Terroir
 - (d) Epluchage
49. The accompaniment which is served with 'Tomato juice' is:
- (a) Horseradish sauce
 - (b) Cayenne pepper
 - (c) Pepper mill
 - (d) Worcestershire sauce
50. A small glazed ceramic or glass bowl used for cooking and serving various dishes, is:
- (a) Ramekin
 - (b) Entree dish
 - (c) Portion bowl
 - (d) Single-serve

PART – III
(Front Office)

(25 Questions)

(i) Each correct answer - 2 Marks

(ii) Each no answer - 0 Mark

(iii) Each wrong answer or repeated attempt - (minus) 0.5 Mark

51. Hotel XYZ has a great deal of flexibility in responding to changes in local market conditions but cannot afford broad advertising exposure and pays relatively high prices for supplies. The hotel is most likely to be

- (a) Chain property
- (b) Independent property
- (c) Franchisee
- (d) Corporate property

52. The occupancy report prepared by the front desk for April 7, at 3 pm of the same day, lists room 501 as a stayover. At 2 pm on April 7, the housekeeping report lists room 501 as vacant and ready for sale. The room status discrepancy could have resulted from:

- (a) A walk-in
- (b) A lock-out
- (c) A late check-out
- (d) A skipper

53. A credit limit established by hotel is known as

- (a) House limit
- (b) Outstanding limit
- (c) Floor limit
- (d) Ceiling

- 54.** A pending charge posting after the guest has checked-out is known as
- (a) City voucher
 - (b) Late charge
 - (c) Miscellaneous charge
 - (d) Due bank
- 55.** Which of the following reports is especially helpful to properties that are considering expansion
- (a) Agent commission report
 - (b) Expected Arrival report
 - (c) No-show report
 - (d) Turn away report
- 56.** A package offered by a resort includes the cost of breakfast, and either Lunch or Dinner in the room charge. This arrangement is called
- (a) The European Plan
 - (b) The Bermuda Plan
 - (c) The American Plan
 - (d) The Modified American Plan
- 57.** Who out of the below is not a member of HRACC
- (a) Principal, Institute of Hotel Management
 - (b) Representative of Ministry of Tourism, GoI
 - (c) Representative of IATA
 - (d) Representative of FHRAI
- 58.** A charge purchase transaction will have following impact on the outstanding balance of the folio account
- (a) Outstanding balance of the folio will increase
 - (b) Outstanding balance of the folio will decrease
 - (c) Outstanding balance of the folio will remain the same
 - (d) Outstanding balance of the folio will become zero

- 59.** Cash disbursed by front office on behalf of the guest is known as
- (a) IOU
 - (b) Cash bank
 - (c) Encashment
 - (d) Paid-out
- 60.** An imbalance that occurs when the total of cash and checks in a cash register drawer is greater than the initial bank plus net cash receipts
- (a) Due back
 - (b) Overage
 - (c) City ledger
 - (d) Guest ledger
- 61.** Which of the following is not a part of the sub-classification of heritage hotels in India
- (a) Heritage
 - (b) Heritage Classic
 - (c) Heritage royal
 - (d) Heritage grand
- 62.** For a hotel to get classified as a five star hotel, minimum number of lettable rooms required are
- (a) 10
 - (b) 20
 - (c) 30
 - (d) 50
- 63.** Two single beds joined together and sharing a common headboard is called as:
- (a) Twin
 - (b) Hollywood twin
 - (c) Double
 - (d) Quad

- 64.** Which of the following is not a part of Hubbart formula of calculating room tariff
- (a) Market based pricing
 - (b) Return on investment
 - (c) Non-room revenue
 - (d) Operating expenses
- 65.** Hotel ABC has total 210 rooms out of which 182 are occupied on 12th March. Total room revenue of the hotel for the above given date is Rs. 21,20,000/-. Calculate RevPAR
- (a) Rs. 10,095.23
 - (b) Rs. 11,648.35
 - (c) Rs. 5408.16
 - (d) Rs. 6875.25
- 66.** Ratio of the total number of occupied rooms to the total number of rooms that are available for sale is known as
- (a) Yield %
 - (b) ARR
 - (c) Occupancy%
 - (d) House count
- 67.** Selective overbooking is also called as
- (a) Duration control
 - (b) Discount management
 - (c) Differential pricing
 - (d) Capacity management

- 68.** The mathematical difference between potential average double rate and potential average single rate is called as
- (a) Room rate achievement factor
 - (b) Yield %
 - (c) Rate spread
 - (d) Potential ARR
- 69.** Select the odd one out
- (a) Global Distribution System
 - (b) Point of sale system
 - (c) Centralised reservation system
 - (d) On-line room booking portals
- 70.** Delinquent account is a term associated with
- (a) Account correction
 - (b) Account allowance
 - (c) Account aging
 - (d) Non-guest folio
- 71.** Which of the following is generally not accepted as a mode of settlement of guest account
- (a) Traveller's cheque
 - (b) Credit card
 - (c) Travel agent voucher
 - (d) Personal cheque

72. A day or even a season between two busier time periods is known as
- (a) Leg period
 - (b) Shoulder period
 - (c) Head period
 - (d) Ankle period
73. Hotel XYZ has 250 rooms with a rack rate of Rs. 10,000 for each room. On 15th March 200 rooms were occupied at an ARR of Rs. 8,000. Calculate Yield %
- (a) 78%
 - (b) 1.56%
 - (c) 64%
 - (d) 56%
74. Rate below which room will not be sold by the hotel on a given date is known as
- (a) Crib Rate
 - (b) Introductory rate
 - (c) Rack rate
 - (d) Hurdle rate
75. Situation where a room is occupied according to front office records but is actually vacant because front office failed to update their records is referred as
- (a) Sleeper
 - (b) Skipper
 - (c) Sleep-out
 - (d) Bounced off

PART – IV
(House Keeping)

(25 Questions)

- (i) Each correct answer - 2 Marks
 - (ii) Each no answer - 0 Mark
 - (iii) Each wrong answer or repeated attempt - (minus) 0.5 Mark
- 76.** Light directed downwards to give a dramatic effect on drapery, pictures and wall coverings is called as
- (a) Cove lighting
 - (b) Soffit lighting
 - (c) Cornice lighting
 - (d) Track lighting
- 77.** Which of the following is not a primary colour in the colour wheel
- (a) Red
 - (b) Green
 - (c) Blue
 - (d) Yellow
- 78.** Brightness or dullness of the colour is referred as
- (a) Intensity
 - (b) Hue
 - (c) Value
 - (d) Tint
- 79.** Part of the carpet which is seen on the surface and walked on is
- (a) Viscose
 - (b) Pitch
 - (c) Pile
 - (d) Swags

- 80.** Which of the following is an example of resilient hard flooring
- (a) Wood
 - (b) Stone
 - (c) Marble
 - (d) Slate
- 81.** Ikebana ,a Japanese flower arrangement style, literally means
- (a) Making flowers live
 - (b) Sun God
 - (c) Symmetry in nature
 - (d) Body and soul
- 82.** Greek oblong or golden ratio is _____ ratio applied in flower arrangement design
- (a) 1:2
 - (b) 1:3
 - (c) 2:3
 - (d) 3:4
- 83.** Fire extinguisher used to extinguish electric fire is
- (a) Class A
 - (b) Class B
 - (c) Class C
 - (d) Class D
- 84.** The water softening method in which hard water is made to percolate through the zeolite is called as
- (a) Lime soda method
 - (b) Ion exchange method
 - (c) Alkali method
 - (d) Organic base exchange method
- 85.** Anionic, cationic, amphoteric and non-ionic are the four types of _____ used in detergents
- (a) Builders
 - (b) Bleaches
 - (c) Surfactants
 - (d) Additives

- 86.** Pink oxide of iron or ferric tetroxide which is an abrasive used in cleaning of certain surfaces is popularly called as
- (a) Filtered chalk
 - (b) Calcite
 - (c) Sandpaper
 - (d) Jeweller's rouge
- 87.** Caustic soda or sodium hydroxide is an
- (a) alkali with high pH
 - (b) alkali with low Ph
 - (c) acid with high Ph
 - (d) acid with low Ph
- 88.** A brush used for cleaning toilets, which can pump water through an inlet-outlet system in its handle and head to swab the toilet
- (a) Grout cleaning brush
 - (b) Johnny Mop
 - (c) Kentucky mop
 - (d) Sponge mop
- 89.** Which of the following is less likely to be found inside the cupboard or drawer of a guest room
- (a) DND Card
 - (b) Dutch wife
 - (c) Laundry bag
 - (d) Cloth hangers
- 90.** Which of the statement is incorrect
- (a) Bed mattress should be turned and rotated on a periodic basis
 - (b) Shampooing of carpets is an example of deep cleaning task
 - (c) Before polishing furniture dry them thoroughly using a cloth duster with lint.
 - (d) While making the bed, allow the mattress to breathe for about 10 to 15 minutes

91. Pour boiling water over the stain. Apply borax solution and allow to dry. Pour boiling water over it. Launder.

The stain removal method given above is used to remove stains caused by

- (a) Ghee, Oil
- (b) Tea , Coffee
- (c) Blood
- (d) Ice cream, milk

92. Washing soda is an example of

- (a) Acidic agent
- (b) Alkaline agent
- (c) Absorbent
- (d) Organic solvent

93. The key which can open even the double-locked rooms is known as

- (a) Master key
- (b) Floor Master Key
- (c) Grand Master Key
- (d) Housekeeping key

94. Conscious business decision to move internal work to an external service provider is known as

- (a) Insourcing
- (b) Outsourcing
- (c) Janitorial services
- (d) Horticulture

95. Chamois is a type of

- (a) Linen
- (b) Leather
- (c) Tanning Lotion
- (d) Recycled paper

- 96.** FFE is a term commonly used for
- (a) Furniture, files and equipment
 - (b) Flowers, foliage and equipment
 - (c) Furniture, fixtures and equipment
 - (d) Furnishing, refurbishing and equipment
- 97.** CPR is a term commonly associated with
- (a) Stock-taking
 - (b) Spring cleaning
 - (c) Pest control
 - (d) Artificial respiration
- 98.** Flooring which consists of marble, granite and other decorative chips set in cement is called as
- (a) Terrazzo
 - (b) Magnesite
 - (c) Quartzite
 - (d) Concrete
- 99.** Which of the following statement is false
- (a) Damask is a self patterned fabric
 - (b) Dustette is a light weight vacuum cleaner
 - (c) Aerosols are particles dispersed in gas packed under pressure
 - (d) Baize cloth is a sheet used to cover and protect the blanket
- 100.** A list of all items and surfaces within an area that require the attention of the housekeeping personnel is
- (a) Maximum inventory quantity
 - (b) Area inventory list
 - (c) Frequency schedule
 - (d) Duty roster

INSTRUCTIONS TO CANDIDATE

परीक्षार्थी के लिए अनुदेश

1. Candidate must read the instruction before start replying :
जवाब देना आरम्भ करने से पहले उम्मीदवार को निर्देश पढ़ना चाहिए :
 - (i) 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।
 - (ii) For correct answer darken/blacken the appropriate bubble/circle.
सही सवाल का जवाब देने के लिए उचित बुलबुला/वृत्त काला करें।
 - (iii) Use blue or black ball point pen.
नीले या काले रंग की स्याही का उपयोग करें।
 - (iv) Each correct answer carry **two** marks.
प्रत्येक सवाल के सही जवाब के दो अंक मिलेंगे।
 - (v) For a wrong answer 0.50 marks will be deducted.
एक सवाल के गलत जवाब के लिए 0.50 अंक की कटौती की जाएगी।
 - (vi) No mark will be awarded for question not attempted.
प्रश्न का प्रयास नहीं करने पर कोई अंक प्राप्त नहीं होगा।
 - (vii) 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।
2. 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।
3. 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।
4. 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।