

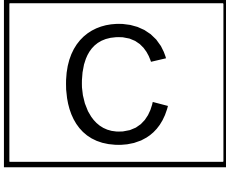
This Question booklet contains 28 pages which is inclusive of cover page.

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



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 (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 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।

PART – I
(Food and 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
-
- 1. 'A long handled fork with two prongs. Used to dip cubes of meat, bread and so on, in hot oil or melted cheese', is:
 - (a) Fondue Fork
 - (b) Pastry Fork
 - (c) Snail Fork
 - (d) Gourmet Fork

 - 2. 'A large open container partly filled with hot water, in which small containers of dishes are kept to keep them hot', is called:
 - (a) Hotplate
 - (b) Flambe
 - (c) Bain-Marie
 - (d) Carafe

 - 3. Carbonated water containing a little quantity of quinine dissolved, is called:
 - (a) Tonic water
 - (b) Ginger ale
 - (c) Campari
 - (d) Curacao

4. The Tea blend which is known as 'Champagne of Teas' is:
 - (a) Assam tea
 - (b) Darjeeling tea
 - (c) Sri Lanka tea
 - (d) Jasmine tea

5. Which of the following is Not a Vodka based cocktail:
 - (a) Sunrise
 - (b) Bloody Mary
 - (c) Blue Lagoon
 - (d) Screwdriver

6. Which of the following spirit exhibit Peat Reek:
 - (a) Irish whiskey
 - (b) Bourbon
 - (c) Scotch Whiskey
 - (d) Fernel

7. Which is a Rum-based bitter, flavoured with gentian and vegetable spices, also known as Worcester sauce of cocktails & today it comes from Trinidad:
 - (a) Cynar
 - (b) Campari
 - (c) Angostura
 - (d) AmerPicon

8. In Classic Menu Sequence, the Rice & Pasta preparations come under this course:
 - (a) Entremets
 - (b) Légumes
 - (c) Poisson
 - (d) Farineaux

9. The accompaniment that is served with 'Jus de Tomate' is:
- (a) Sieved yolk of boiled egg
 - (b) Worcestershire sauce
 - (c) Damerara sugar
 - (d) Grated parmesan
10. The liqueur/liquor that is used in making 'seville coffee' is:
- (a) Benedictine
 - (b) Scotch whisky
 - (c) Irish whisky
 - (d) Cointreau
11. The correct formula that represents the 'fermentation process' is:
- (a) $C_6H_{12}O_6 \longrightarrow 2CH_3CH_2OH + 2CO_2 + \text{heat}$
 - (b) $C_6H_{12}O_{12} \longrightarrow 2CH_3CH_2OH + 2CO_2 + 3O_2 + \text{heat}$
 - (c) $C_8H_{12}O_{10} \longrightarrow 2CH_3CH_2OH + 4CO_2 + \text{heat}$
 - (d) $C_6H_{18}O_6 \longrightarrow 2CH_3CH_2OH + 2CO_2 + 3H_2 + \text{heat}$
12. Which of the following is Not a Tequila brand:
- (a) Camino
 - (b) Bairrada
 - (c) Sierra
 - (d) Sauza

13. Find the correct sequence match for ' Sherry - Marsala - Angelica':
- (a) Spain - Sicily, Italy - California, US
 - (b) Portugal - California, US - Sicily, Italy
 - (c) Sicily, Italy - Spain - California, US
 - (d) Mexico - Sicily, Italy - California, US
14. Find the correct sequence match for ' Cider - Perry - Mead - Sake':
- (a) Grape - Pear - Honey - Rice
 - (b) Apple - Honey - Rice - Pear
 - (c) Apple - Pear - Honey - Rice
 - (d) Barley - Pear - Grape - Rice
15. 'The girth of Cigars is customarily expresses in terms of its ring gauge'. A ring gauge is:
- (a) $\frac{1}{64}$ of an inch
 - (b) $\frac{1}{36}$ of an inch
 - (c) $\frac{1}{90}$ of an inch
 - (d) $\frac{1}{12}$ of an inch
16. Which of the following is Not an example of a Bourbon whisky brand:
- (a) Wild Turkey
 - (b) Jim Beam
 - (c) Old Crow
 - (d) Georgia Moon
17. Which of the following is Not a Hard - Cheese:
- (a) Gorgonzola
 - (b) Parmesan
 - (c) Gruyere
 - (d) Emmenthal

18. The size of a serviette [linen] used in a restaurant is:
- (a) 14 - 16 inches square
 - (b) 12 inches square
 - (c) 10 - 14 inches square
 - (d) 18 - 20 inches square
19. The term that literally means 'country wines', is:
- (a) Vin de Pays
 - (b) Vin de Table
 - (c) Vins Delimites de Qualite Superieure
 - (d) Grand Cru
20. Which of the following Italian drink is made from the leftover skins and seeds used in wine production:
- (a) Ale
 - (b) Grappa
 - (c) Sake
 - (d) Strega
21. Which of the following term is widely used in continental Europe and means a continental breakfast with coffee:
- (a) Café complet
 - (b) Café Simple
 - (c) Thé complet
 - (d) Thé simple

22. 1 fl oz [one fluid ounce U.K.] is equal to:
- (a) 24.7 ml
 - (b) 45 ml
 - (c) 28.4 ml
 - (d) 30.3 ml
23. 'The type of restaurant that specializes in grilled or roast meat, poultry & fish which are prepared in front of guests', is:
- (a) Rôtisserie
 - (b) café
 - (c) Dhaba
 - (d) Kiosk
24. Which of the following is Not a Napkin Fold:
- (a) Bishop's Maitre
 - (b) Silica
 - (c) Cock's Comb
 - (d) Sail
25. When setting the table the wine glass should be placed
- (a) To the right of the dessert spoon
 - (b) Above the fork
 - (c) Above the knife
 - (d) Centre of the table

PART – II
(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

26. Saltpeter' is the common name for:

- (a) Monosodium Glutamate
- (b) Sodium Chloride
- (c) Sodium Nitrate
- (d) Potassium Permanganate

27. The classic mix ingredients of 'fine herbs' are:

- (a) Parsley, chives, chervil & tarragon
- (b) Chives, tarragon, cilantro & marjoram
- (c) Tarragon, marjoram, leeks & chives
- (d) Chervil, parsley, mint & chives

28. Which is a flavoursome stock made with acidic medium, such as wine, and is used for poaching oily fish

- (a) Fond de cuisine
- (b) Court bouillon
- (c) Beurremanie
- (d) Bouillabaisse

29. 'Fool' is a
- (a) Soup made with fish fumet & lemon slices
 - (b) Dessert made with choux pastry & stewed fruit
 - (c) Soup made with potato & leeks
 - (d) Dessert made with stewed fruit & whipped cream
30. Which of the following is a creamy cheese that comes from Lombardy region in Italy; is made from cow's milk and is commonly used for preparing Tiramisu
- (a) Mascarpone
 - (b) Pecorino
 - (c) Ricotta
 - (d) Gorgonzola
31. A half moon corn tortilla shell, popularly filled with a salad, refried beans, grilled meats or sour cream & served along with salsa or guacamole; is:
- (a) Zakuski
 - (b) Mole poblano
 - (c) Taco
 - (d) Tapas
32. A popular dish from Scotland, it is made by stuffing the stomach of a sheep with minced lamb, offal, onions, spices & oats. A famous poet 'Robert Burns' wrote a poem addressing it:
- (a) Bubble & squeak
 - (b) Haddock
 - (c) Haggis
 - (d) Fajita

33. Royal icing is prepared by :
- (a) Beating egg whites & icing sugar with a flat paddle
 - (b) Beating egg yolks & icing sugar with a flat paddle
 - (c) Beating egg whites & liquid glucose with a flat paddle
 - (d) Beating egg whites & boiled sugar syrup with a flat paddle
34. What is the process in chocolate production wherein the cocoa mass is mixed for long durations of time to get the necessary flavour, shine & texture:
- (a) Couverture
 - (b) Conching
 - (c) Tampering
 - (d) Moulding
35. The Panch-phoron is a combination of:
- (a) Fenugreek, Nigella, Cumin, Mustard, Fennel
 - (b) Cumin, Nigella, Poppy, Mace, Fennel
 - (c) Fenugreek, Cinnamon, Mace, Fennel, Cumin
 - (d) Cumin, Asafoetida, Cardamom, Charoli, Fennel
36. A preparation in which mutton and pounded wheat are cooked over a long period of time is
- (a) Rogan Josh
 - (b) Patthar Gosht
 - (c) Haleem
 - (d) Pulusu

37. Which of the following is also known as bird's beak knife, and its cutting blade is slightly curved to facilitate the cutting of a vegetable in barrel shape
- (a) Filleting knife
 - (b) Carving knife
 - (c) Paring knife
 - (d) Tourne knife
38. The name of the vegetable-cut obtained by shredding leafy vegetable, is
- (a) Paysanne
 - (b) Lozenge
 - (c) Chiffonade
 - (d) Brunoise
39. As per the classification of fruits, which of the following is an example of Drupe
- (a) Kiwi
 - (b) Banana
 - (c) Cherry
 - (d) Passion Fruit
40. The twisted cordlike strands of the egg white that anchor the yolk in the centre of the egg are called
- (a) Chalazae
 - (b) Vitelline
 - (c) Thin Albumen
 - (d) Lupulin
41. Which of the following is Not a rice variety:
- (a) Surinam Rice
 - (b) Hornbill Rice
 - (c) Texmati Rice
 - (d) Arborio Rice

42. Enzyme in egg yolk that helps in emulsification while making sauces, and is nowadays taken as a soy free supplement for health & immune strength; is:
- (a) Lecithin
 - (b) Mayocin
 - (c) Rennin
 - (d) Pepsin
43. A process of making small holes in pastry goods to allow the steam to escape during baking; is called:
- (a) Folding in
 - (b) Blind baking
 - (c) Pinning & rolling
 - (d) Docking
44. "Cooking something in its own juices" is called:
- (a) Grilling
 - (b) Poaching
 - (c) Stewing
 - (d) Fumeing
45. Which of the following is a soya and vinegar based sauce, also known as LP sauce
- (a) Worcestershire sauce
 - (b) HP sauce
 - (c) Harissa sauce
 - (d) Chemicurri sauce

46. The process of covering the meat with a piece of fat or bacon before cooking is called
- (a) Brushing
 - (b) Basting
 - (c) Barding
 - (d) Dressing
47. Which ingredient is denoted by the term 'Florentine' in a recipe:
- (a) Spinach
 - (b) Cauliflower
 - (c) Pomegranate
 - (d) Green peas
48. Which of the following is Not a lettuce:
- (a) Rocket
 - (b) Iceberg
 - (c) Lollo Rosso
 - (d) Daffodils
49. Select the odd one out
- (a) Taftan
 - (b) Naan
 - (c) Roomali Roti
 - (d) Tandoori Roti
50. Which of the following is not from Goan cuisine
- (a) Fish Caldine
 - (b) Prawn Balchao
 - (c) MasorTenga
 - (d) Chicken Xacutti

PART – III
(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

51. CPR is a term associated with

- (a) Heart attack
- (b) Convulsion
- (c) Burning
- (d) Snake bite

52. The report that lists every job function performed in H/K, potential hazards in them, safe method, tips and how-to for each task

- (a) Job safety analysis
- (b) Material Safety Data Sheet
- (c) Safety report
- (d) Standard Operating Procedures

53. A sub master key can open

- (a) All rooms in one section
- (b) All rooms on one floor
- (c) All rooms on all floors
- (d) All rooms of one section on all floors.

54. Immature form of insect that resembles the adult insect in mites and ticks, the stage between larva and adult.
- (a) Pupa
 - (b) Worm
 - (c) Nymph
 - (d) Fungi
55. Items used to keep the flowers, foliage, and stems in place within the container are known as
- (a) Mechanics
 - (b) Containers
 - (c) Equipment
 - (d) Support
56. If the colour scheme in a flower arrangement include three hues that are equidistant to each other on a colour wheel; it is known as
- (a) Monochromatic
 - (b) Analogous
 - (c) Triad.
 - (d) Polychromatic
57. Identify the odd one out.
- (a) Silicate paint
 - (b) Distemper
 - (c) Enamel paint
 - (d) Emulsion paint

58. Cornice lighting is example for
- (a) Direct lighting
 - (b) Indirect Lighting
 - (c) Diffused lighting
 - (d) Semi direct Lighting
59. A ceiling that is too low can be made to appear higher if it is painted
- (a) Darker than the walls
 - (b) Lighter than the walls
 - (c) In two colours
 - (d) None of the above
60. A conscious business decision of moving internal work to an external provider.
- (a) ODC
 - (b) Work transfer
 - (c) Outsourcing
 - (d) Contract.
61. Protective covers worn on the thumb and second finger when sewing is called as
- (a) Thimbles
 - (b) Darns
 - (c) Voile
 - (d) Gaberdines
62.
$$\frac{\text{Purchase cost} + \text{Lifespan laundering cost}}{\text{Number of lifespan launderings}} =$$
- (a) Average laundry cost
 - (b) Linen Inventory cost
 - (c) Cost per use
 - (d) Gross laundry cost

63. Pitch in woven carpets mean
- (a) Length of carpet
 - (b) Width of carpet
 - (c) Number of warp yarns in 27" width
 - (d) Number of weft yarns in 27" width
64. 'Soak in warm milk for half an hour. Launder.' The stain removal given above is used to remove stains caused by
- (a) Rust
 - (b) Henna
 - (c) Curry
 - (d) Lip stick
65. An acceptable amount of work that must be done within a specific time frame according to an established level of performance.
- (a) Performance standard
 - (b) Job procedure
 - (c) Work schedule
 - (d) Productivity standard
66. 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

67. A continuous wall panelling that extends from the floor to halfway up the wall.
- (a) Wall tiles
 - (b) Dado
 - (c) Wainscot
 - (d) Skirting
68. Coarse texture is given to detergents by adding
- (a) Starch powder
 - (b) Chalk powder
 - (c) Bleaching powder
 - (d) Pumice powder
69. A flooring that can be cast on site to form panels of up to 1 sq. meter or can be pressed into tiles off site.
- (a) Concrete tiles
 - (b) Slate
 - (c) Vitrified tiles
 - (d) Terrazzo
70. Furniture which is fixed on brackets fitted to the wall and hence, there are no legs to get in the way of cleaning; is known as
- (a) Fitted
 - (b) Free-standing
 - (c) Modular
 - (d) Cantilevered

71. Folding sheets and blankets on one side of bed to help easy entry into bed is called as
- (a) Mitring
 - (b) Duvet
 - (c) Turn-down
 - (d) Foot fold
72. Size of a standard single bed sheet is
- (a) 72" x 108"
 - (b) 80" x 117"
 - (c) 90" x 108"
 - (d) 70" x 100"
73. A vacuum cleaner that is efficient in cleaning high and hard to reach areas
- (a) Upright vacuum
 - (b) Cylindrical vacuum
 - (c) Piggy back vacuum
 - (d) None of the above
74. The study of people in relation to their working environment.
- (a) Human engineering
 - (b) Work study
 - (c) Ergonomics
 - (d) Operations research
75. Which of the following is used as a material for hotel uniforms?
- (a) Mortise
 - (b) Kapok
 - (c) Gaberdine
 - (d) Denim

PART – IV
(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
76. Early establishments in Switzerland mainly patronized by the aristocracy were known as
- (a) Mansions
 - (b) Chalets
 - (c) Inns
 - (d) Cottages
77. Name of Capt C P K Nair is associated with
- (a) ITC Hotels
 - (b) Leela Hotels
 - (c) Orchid Hotels
 - (d) Clarks group of hotels
78. Minimum length of stay is a
- (a) Discount strategy
 - (b) Customer relationship management tool
 - (c) Revenue Management strategy
 - (d) Product differentiation strategy

79. A room having an attached Kitchenette for guest is called
- (a) Efficiency room
 - (b) Hospitality room
 - (c) Lanai room
 - (d) Cabana room
80. Room tariff including American breakfast and room rate is also known as
- (a) European plan
 - (b) En Pension
 - (c) Half board
 - (d) Bermuda Plan
81. Document detailing a transaction to be posted is called as
- (a) Folio
 - (b) Voucher
 - (c) Ledger
 - (d) IOU
82. Which of the following will decrease the room availability
- (a) No-show
 - (b) Understay
 - (c) Overstay
 - (d) Cancellation
83. Which one of the following is not an example of G.D.S
- (a) Amadeus
 - (b) Sabre
 - (c) World span
 - (d) Wasp

84. Which factor is NOT very important while blocking room for an expected arrival guest
- (a) Guest preference
 - (b) If guest is part of a group
 - (c) Past history of the guest
 - (d) All of the above are important
85. Blocking fewer rooms than the number requested by a group on the basis of group history is known as
- (a) Drop down
 - (b) Cut down
 - (c) Wash down
 - (d) None of these
86. Whitney slips are also known as
- (a) Winne slips
 - (b) Shannon slips
 - (c) Reservation slip
 - (d) Rack slip
87. Paging is done during which stage of guest cycle
- (a) Pre Arrival
 - (b) Arrival
 - (c) Stay
 - (d) Departure

88. A hotel with rooms depicting individual theme-based interior is known as
- (a) Heritage hotel
 - (b) Lotel
 - (c) Boutique hotel
 - (d) Transit Hotel
89. Which type of hotel is more likely to offer European meal plan
- (a) Resort
 - (b) Motel
 - (c) Business Hotel
 - (d) Convention hotel
90. A method for tracking past due account according to the date the charges originated
- (a) Account transferring
 - (b) Account aging
 - (c) Zeroing out
 - (d) Account search
91. A city ledger account that has not been settled within 90 days is known as
- (a) Bad account
 - (b) Current account
 - (c) Overdue account
 - (d) Delinquent account
92. Night auditor's check of room rate posting on guest folios against registration cards
- (a) Room rate check
 - (b) Rate check
 - (c) Bucket check
 - (d) Room check

93. A guest requested front office cashier to pay for his taxi fare and to post the amount in his folio so as to be settled later. The voucher generated by cashier in this case is known as:
- (a) IOU
 - (b) MCV
 - (c) POS
 - (d) VPO
94. Currently, 180 Rooms are occupied in Hotel XYZ while the total number of sellable rooms are 500. Today there were 60 arrivals and 40 departures are expected later during the day. What is the occupancy% at this point of time
- (a) 36%
 - (b) 24%
 - (c) 44%
 - (d) 40%
95. Hotel ABC has total 400 rooms with a rack rate of Rs. 8000 for each type of room. On 22nd February 200 rooms were occupied at an ARR of Rs 5000. Calculate Yield%
- (a) 31.25%
 - (b) 50%
 - (c) 80%
 - (d) None of the above
96. The rate below which a room will not be sold on a given date is known as
- (a) Present rate
 - (b) Rack rate
 - (c) Hurdle rate
 - (d) All of the above

97. Which of the following statistical information provided by front office has significant importance for Food and Beverage department as well
- (a) ARR
 - (b) ARG
 - (c) AGR
 - (d) RevPAR
98. Which of the following is NOT primarily used as a performance evaluation tool by front office department
- (a) Guest comment card
 - (b) Budgetary targets
 - (c) Quality audits
 - (d) Guest History Card
99. A physically handicapped guest will fall under one of the following categories
- (a) VIP
 - (b) CIP
 - (c) SPATT
 - (d) DG
100. Which of the following is not a member of HRACC
- (a) Representative of IATA
 - (b) Representative of FHRAI
 - (c) Representative of TAAI
 - (d) Principal of IHM

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।