

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

C

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 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 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. If mutton is the meat of lamb, venison is the meat of

- (a) Suckling Pig,
- (b) Deer
- (c) Corned Beef
- (d) None of these

2. Love apple refers to a fruit called

- (a) Green Apple
- (b) Pine apple
- (c) Tomato
- (d) Cherry

3. Paella negra is blackened with

- (a) Black Rice
- (b) Arborio Rice
- (c) Pork blood
- (d) Squid ink

4. Fillet Mignon is obtained from

- (a) Head of the fillet of Beef
- (b) Upper middle part of Beef fillet
- (c) Upper end of Beef Fillet
- (d) None of these

5. Yeast is killed at a temperature of about
- (a) 70°C
 - (b) 65°C
 - (c) 75°C
 - (d) None of these
6. Black fungus is also known as
- (a) Shitake
 - (b) Maitake
 - (c) Enoki
 - (d) Cloud ear fungus
7. Carom or Thymot seeds are called
- (a) Fennel
 - (b) Cumin
 - (c) Ajwain
 - (d) None of these.
8. The growth of "rope" can be checked by addition of
- (a) Lactic acid
 - (b) Ascorbic acid
 - (c) Sodium bi carbonate
 - (d) None of these
9. The other name of French wedding cake
- (a) Croquembouch
 - (b) Babka
 - (c) Cassata
 - (d) Mille-feuille
10. Quick breads are made without
- (a) Salt
 - (b) Yeast
 - (c) Fat
 - (d) None of these

11. A French soup flavoured with garlic and served on stale bread
- (a) Mock Turtle Soup
 - (b) Olla Podrida
 - (c) Tourin
 - (d) None of these
12. A long, narrow and hose type pasta
- (a) Mafaldine
 - (b) Ziti
 - (c) Pici
 - (d) Linguine
13. Light / Cream sauces are traditionally paired with _____ while cooking.
- (a) Sweet white wine or sweet fortified wine
 - (b) Dry white wine or dry fortified wine,
 - (c) Young, full bodied red wine
 - (d) None of these
14. Tamales are traditionally wrapped with _____ before steaming.
- (a) Empanada wrapper
 - (b) Fig Leaf
 - (c) Corn husk
 - (d) None of these
15. Marzipan is made of
- (a) Cashew nut paste & castor sugar
 - (b) Ground almond & sugar
 - (c) Cashew nut paste & icing sugar
 - (d) None of these

- 16.** OeufsBrouillés means
- (a) Easy over
 - (b) Poached eggs
 - (c) Eggs cooked in shell.
 - (d) Scrambled eggs
- 17.** Thicker version of breadsticks originated from Italy
- (a) Patata
 - (b) Aglio
 - (c) Pommedoro
 - (d) Grissini
- 18.** Thin petal-like cookies used for garnishes and decorations.
- (a) Touille
 - (b) Choux
 - (c) Coverture
 - (d) None of these
- 19.** The red beans from Japan is called
- (a) Mirin
 - (b) Fava beans
 - (c) Adzuki beans
 - (d) Pinto beans
- 20.** The fat on the lining of the stomach of pigs is known as.
- (a) Suet
 - (b) Rendering fat
 - (c) Caul fat
 - (d) Tallow

- 21.** Ganache is the combination of :
- (a) 1 part of cream & $1\frac{1}{2}$ parts of chocolate
 - (b) $1\frac{1}{2}$ parts of cream & 1 part of chocolate
 - (c) Equal parts of cream & chocolate
 - (d) None of these
- 22.** Meze is the part of dining experience in:
- (a) Spanish Cuisine
 - (b) Eastern Mediterranean Cuisine
 - (c) Japanese Cuisine
 - (d) Ukrainian Cuisine
- 23.** Japanese radish is known as :
- (a) Parsnip
 - (b) Kholrabi
 - (c) Tomatillo
 - (d) Daikon
- 24.** A peppery sauce in French Cuisine is called :
- (a) Sauce Nantua
 - (b) Sauce Brigade,
 - (c) Sauce Robert
 - (d) Sauce Poivrade
- 25.** Edam is a cheese originated from :
- (a) Greece
 - (b) Italy
 - (c) Netherland
 - (d) UK

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.** These are the F & B outlets located on busy streets & market places; they are one-man shows, serving moderately priced products due to absence of seating and have brisk sales turnover." What is the name of outlet as per this statement?
- (a) QSR
 - (b) Pub
 - (c) Kiosk
 - (d) Lounge
- 27.** Another term that is used for 'host/hostess' in a restaurant is:
- (a) Commis debarrasseur
 - (b) Chef de rang
 - (c) Maître d'hôtel reception
 - (d) Trancheur
- 28.** 1 fl oz [one fluid ounce U.K.] is equal to:
- (a) 28.4 ml
 - (b) 45 ml
 - (c) 30.3 ml
 - (d) 24.7 ml

29. What is the other name for a saucier spoon that is typically the size & shape of a dessert spoon, but with a flattened bowl and a small notch on one side?
- (a) Mustard spoon
 - (b) Parfait spoon
 - (c) Bar spoon
 - (d) Gourmet spoon
30. 'An Aluminium metal sheet, used in an enamel or galvanized iron bowl to clean Silver' is called:
- (a) Polivit
 - (b) Alumnus
 - (c) Silver Dip
 - (d) Alum
31. Which of the following is applied to cigarette paper to control the burn rate:
- (a) H_2SO_4
 - (b) Microcrystalline cellulose
 - (c) Limestone
 - (d) Cassia Bark
32. 'A bushy perennial herbaceous plant with blue, lavender, or white flowers; the roots of the plant are dried, roasted and ground to make it excellent substitute for coffee or to use it as an additive.' Identify the plant among the following:
- (a) Chicory
 - (b) Angostura
 - (c) Hops
 - (d) Camellia sinensis

33. Carbonated water containing a little quantity of quinine dissolved, is called:
- (a) Curacao
 - (b) Ginger ale
 - (c) Campari
 - (d) Tonic water
34. Which of the following is a correct match with 'Patent Still Distillation':
- (a) Dom Perignon, 1834 AD
 - (b) Aeneas Coffey, 1832 AD
 - (c) Aeneas Coffey, 1814 AD
 - (d) Dom Perignon, 1845 AD
35. Which of the following is Not a Species under the family Ampelidaceae and genus Vitis of the vine plant:
- (a) VitisSloeginca
 - (b) VitisVinifera
 - (c) VitisLabrusca
 - (d) VitisRupestris
36. Many champagne houses now use mechanical riddling (remuage) machines in place of skilled remuers. The machine is called:
- (a) Pupitre
 - (b) Estuffade
 - (c) Gyropalettes
 - (d) Bodegas

37. 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) Campari
 - (b) Angostura
 - (c) Cynar
 - (d) AmerPicon
38. 'Côte' in French wine label terminology means:
- (a) Hillside
 - (b) Vine estate
 - (c) Underground cellar
 - (d) Water of life
39. Which is a beer of Belgium, naturally fermented with wild yeasts, rather than cultivated strains:
- (a) Cream ale
 - (b) Lambic ale
 - (c) Porter ale
 - (d) Dunkel
40. The huge pineapple-shaped core of blue agave plant which is used in making Tequila, is called:
- (a) Piña
 - (b) Aloe
 - (c) Mezcal
 - (d) Gusano

41. In a restaurant, if a dinner fork is made up of 18/8 Stainless Steel, it means:
- (a) It has 18% Zinc & 8% Nickel
 - (b) It has 18% Chromium & 8% Nickel
 - (c) It has 18% Zinc & 8% Silica
 - (d) It has 18% Nickel & 8% Copper
42. Which is a Melon flavoured Liqueur from Japan with the base of Neutral Spirit:
- (a) Midori
 - (b) Sambuca
 - (c) Sake
 - (d) Galliano
43. The term that describes the essential/minimum qualities and qualifications to occupy a particular position, is called:
- (a) Duty Roaster
 - (b) Job description
 - (c) Job specification
 - (d) Personnel title
44. In which of the set-up, a long head table is used for chief guests. For the rest of the diners, tables are arranged vertical to the head table, these are called sprigs.
- (a) Hollow square Set-up
 - (b) Fishbone shape Set-up
 - (c) Comb-shaped Set-up
 - (d) Theatre style Set-up
45. Which of the following is an Incorrect match:
- (a) Roast Beef - Horseradish sauce
 - (b) Roast Lamb - Mint sauce
 - (c) Roast Pork - Apple sauce
 - (d) Roast Mutton - French mustard

46. The spirit/liqueur which is added while making 'Calypso Coffee' is:
- (a) Tia-Maria
 - (b) Vodka
 - (c) Brandy
 - (d) Cointreau
47. What should be the size of Tablecloth to be used on a 3' × 3' square table:
- (a) 54" × 54"
 - (b) 72" × 72"
 - (c) 48" × 48"
 - (d) 50" × 50 "
48. In a restaurant, which of the following soup is Not served cold:
- (a) Vichychoise
 - (b) Jellied consommé
 - (c) Gazpacho
 - (d) Turtle soup
49. A cover is the space required on the table to place the cutlery, crockery and glassware for one person. Generally the size of the cover is:
- (a) 27" × 15" or 24" × 14"
 - (b) 24" × 15" or 24" × 18"
 - (c) 24" × 12" or 27" × 18"
 - (d) 24" × 12" or 24" × 14"
50. Find the Odd One Out:
- (a) Colada Glass
 - (b) Martini Glass
 - (c) Collins Glass
 - (d) Margarita Glass

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. Which of the following hotel is least likely to offer an American Plan

- (a) Resort
- (b) Boutique hotel
- (c) Transit hotel
- (d) Heritage hotel

52. For a hotel to get classified as a five star hotel in India the minimum size of a double room should be _____ while the attached bathroom should be of minimum _____

- (a) 180 sq.ft, 45 sq.ft
- (b) 200 sq.ft, 45 sq.ft
- (c) 180 sq.ft, 36 sq.ft
- (d) 200 sq.ft, 36 sq.ft

53. The inauguration of _____ in New York in 1794 marked the beginning of the present day hotel industry

- (a) City hotel
- (b) Tremont house
- (c) The Palmer house
- (d) Statler hotel

54. For a hotel to get 7-star classification in India, it should have the following

- (a) Minimum 300 rooms
- (b) Ultra luxurious interior with state of the art infrastructure
- (c) Both (a) and (b)
- (d) None of the above

55. Total rooms in the hotel are 410, total rooms available are 400; total rooms sold are 350; total revenue is \$ 38,500. What is ARR?
- (a) \$ 93.90
 - (b) \$ 96.25
 - (c) \$ 110
 - (d) \$112.50
56. A living room without bed but having sofa and chairs, not used as a bedroom, is known as
- (a) Parlour
 - (b) Studio
 - (c) Cabana
 - (d) Quad
57. Room rate discount offered to a company on the basis of their commitment of business guarantee of a minimum number of room nights in the year is known as
- (a) Corporate rate
 - (b) Wholesale rate
 - (c) Membership rate
 - (d) CVGR
58. Hubbart formula for calculating room tariff was developed by
- (a) Paul Hubbart
 - (b) John K Hubbart
 - (c) Roy Hubbart
 - (d) James Hubbart
59. Proposed GST on hotel room tariff above Rs. 5000/- is expected to be
- (a) 6%
 - (b) 12%
 - (c) 18%
 - (d) 28%

- 60.** Which of the following term is NOT related to credit card
- (a) Floor limit
 - (b) Credit limit
 - (c) House limit
 - (d) EDC Machine
- 61.** Rate spread is the mathematical difference between
- (a) RevPAR and ARR
 - (b) Potential Average Single rate and Potential Average Double rate
 - (c) Percentage of Overstay and percentage of understay
 - (d) Actual revenue generated and potential revenue
- 62.** Ratio of Actual Average Rate to Potential Average rate is known as
- (a) Yield
 - (b) RevPAG
 - (c) Potential average double rate
 - (d) Achievement factor
- 63.** Select the odd one out
- (a) Fidelio
 - (b) Amadeus
 - (c) Galileo
 - (d) SABRE
- 64.** Which of the following cities in India has an FRRO office
- (a) Trivandrum
 - (b) Mumbai
 - (c) Cochin
 - (d) All of the above
- 65.** Which of the following reports helps a night auditor to identify out -of-balance figures in advance of a detailed review
- (a) High balance report
 - (b) Daily transcripts
 - (c) Occupancy report
 - (d) Low balance report

66. At registration, Mr. Rathore used his credit card to establish credit with the hotel. At check-out, he can settle his account by
- (a) Cash
 - (b) Credit card
 - (c) Approved Bill to company
 - (d) All of the above
67. To ensure that guests have not exceeded their approved house credit limits, front office staff periodically review
- (a) The guest ledger
 - (b) The city ledger
 - (c) Each guest folio
 - (d) Master folio
68. After the first night of her 3-night stay, Ms. Goyal complained about the air-conditioning in her room and she was shifted to a similar room on the lower floor. The Front desk agent decreased her folio balance by Rs. 1000/- as compensation for the inconvenience. This type of transaction is called
- (a) Account correction
 - (b) Account transfer
 - (c) Account allowance
 - (d) Cash advance
69. Hotel ABC has 300 rooms with a rack rate of Rs. 8,000 for each room. On 15th June 220 rooms were occupied at an ARR of Rs. 6000. Calculate Yield%
- (a) 55.00
 - (b) 792.07
 - (c) 97.77
 - (d) None of the above
70. Who out of the below is a member of HRACC
- (a) Representative of IATA
 - (b) Representative of WTO
 - (c) Representative of TAAI
 - (d) Representative of ITDC

- 71.** Posting of a paid out transaction will have following impact on the guest folio
- (a) Outstanding balance of the guest folio will increase
 - (b) Outstanding balance of the guest folio will decrease
 - (c) Outstanding balance of the guest folio will remain the same
 - (d) Outstanding balance of the guest folio will become zero
- 72.** Hotel Raj Inn is a 40 room hotel with only one or two front desk agents on duty at any time. To ensure that no single employee is wholly responsible for accounting for all phases of a transaction, room and room tax charges should be posted by
- (a) General Manager
 - (b) The day shift front desk agent
 - (c) The night shift front desk agent
 - (d) The night auditor
- 73.** A room which is available for sale but is put out of circulation for some other use is known as
- (a) Out of Order
 - (b) Out of Service
 - (c) Blocked
 - (d) Vacant and ready
- 74.** Select the odd one out
- (a) No-show
 - (b) Understay
 - (c) Walk in
 - (d) Cancellation
- 75.** Hotel XYZ has 200 available rooms out of which 164 are occupied on 12th June. Rack rate for each room is Rs.12,000/-. Total room revenue of the hotel for the above given date is Rs.19,14,000/-. Calculate Rev PAR
- (a) Rs.11,670/-
 - (b) Rs. 12,000/-
 - (c) Rs . 9570/-
 - (d) Rs.14,634/-

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. Holger Nielsen is a term associated with

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

77. The three 'E's of safety are

- (a) Education, Engineering, Enforcement
- (b) Education, Environment, Equipment
- (c) Education, Equipment, Ecology
- (d) Education, Execution, Enforcement

78. The type of key commonly issued to Guest room attendant is known as

- (a) Guest room key
- (b) Pass key
- (c) Supply key
- (d) Floor master key

79. Using 'Orthodichlorobenzene' on the infested area is a method to control the damage by following kind of pest

- (a) Cockroaches
- (b) Termites
- (c) Flies
- (d) Fungi

- 80.** 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
- 81.** If the colour scheme in a flower arrangement include two, three or four hues next to each other on a colour wheel; it is known as
- (a) Monochromatic
 - (b) Analogous
 - (c) Contrasting
 - (d) Polychromatic
- 82.** Which of the following is NOT a water- based paint
- (a) Lime wash
 - (b) Distemper
 - (c) Enamel paint
 - (d) Emulsion paint
- 83.** A built-in light source under a panel often used over a sink or other work areas is called as
- (a) Soffit lighting
 - (b) Cove Lighting
 - (c) Cornice lighting
 - (d) Valance Lighting
- 84.** A ceiling that is too high can be made to appear lower if it is painted
- (a) Darker than the walls
 - (b) Lighter than the walls
 - (c) In two colours
 - (d) None of the above

85. Which of the following colour is considered to be cooler than the other three
- (a) Red
 - (b) Green
 - (c) Orange
 - (d) Yellow
86. Protective covers worn on the thumb and second finger when sewing is called as
- (a) Thimbles
 - (b) Darns
 - (c) Voile
 - (d) Gaberdines
87. Javelle water is a type of
- (a) Detergent
 - (b) Bleach
 - (c) Stiffener
 - (d) Softner
88. TPI stands for
- (a) Tufts per inch
 - (b) Threads per inch
 - (c) Twists per inch
 - (d) Twills per inch
89. 'Soften the stain by working glycerine into it. Apply methylated spirit. Launder.'
The stain removal given above is used to remove stains caused by
- (a) Rust
 - (b) Ink
 - (c) Curry
 - (d) Lip stick
90. Jeweller's rouge is the common name for the chemical
- (a) Ferric Sulphate
 - (b) Tartaric acid
 - (c) Ferric oxide
 - (d) Zinc oxide

- 91.** 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
- 92.** Which of the following is a protective treatment for wood
- (a) Beeswax
 - (b) French Polish
 - (c) Lacquer
 - (d) All of the above
- 93.** Ground Pumice is added to detergents to
- (a) Create optical brighteners
 - (b) Initiate enzyme action
 - (c) Create coarse texture
 - (d) Bind the mineral salts in water
- 94.** 19Which of the following is an example of non-resilient hard flooring
- (a) Wood
 - (b) Slate
 - (c) Linoleum
 - (d) Rubber
- 95.** 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

- 96.** Folding sheets or blankets at the corners during bed making to make them fit the contour of the mattress neatly is called as
- (a) Mitring
 - (b) Duvet
 - (c) Turn-down
 - (d) Foot fold
- 97.** Which of the following guest room service may be on a chargeable basis
- (a) Turn-down service
 - (b) Deep cleaning
 - (c) Second Service
 - (d) Daily service
- 98.** The housekeeping department of the hotel is usually not responsible for the cleaning of
- (a) Corridor
 - (b) Public area restrooms
 - (c) Kitchen
 - (d) None of the above
- 99.** The smooth texture and colour changes of a wood or metal surface produced by age and wear is called as
- (a) Sapwood
 - (b) Hessian
 - (c) Calico
 - (d) Patina
- 100.** Which of the following is used as a filling for cushions, pillows, and quilts
- (a) Mortise
 - (b) Kapok
 - (c) Gaberdine
 - (d) MSDS

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।