

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS—UG)

Hotel Management and Catering Science/Hotel Management

BSH/C5 D03—INTRODUCTION TO BANQUETS AND BUFFETS

(2019 Admissions)

Time : Two Hours

Maximum : 60 Marks

Section A*Answer at least eight questions.**Each question carries 2 marks.**All questions can be attended.**Overall. Ceiling 16.*

1. What is Function catering ?
2. What is Banquet ?
3. What are the different business events are used class room or seminar style seating arrangement ?
4. What is service platter or English service ?
5. What are the various factors depending the requirement of staffs in banquets ?
6. What is Conference function banquet ?
7. Enlist food service equipment used in banquets ?
8. Expand BFP ?
9. What is AMT and PMT ?
10. What is hollow block style ?
11. What is a canopy ?
12. Who is a Sommelier?

(8 × 2 = 16 marks)

Turn over

Section B

*Answer at least **four** questions.
Each question carries 6 marks.
All questions can be attended.
Overall Ceiling 24.*

13. Explain service techniques used for banquets ?
14. Write down about forms and format used in banquets ?
15. What are the different types of buffet service ?
16. Enlist the equipment required for different banquet function ?
17. What do you understand by guaranteed and expected numbers ?

(4 × 6 = 24 marks)

Section C

*Answer any **two** questions.
Each question carries 10 marks.*

18. List out the step-by-step process of making a booking in Banquets
19. Explain Banquet wine menu ? What are the general rules to serve wine ?
20. Draw a BFC and fill in the relevant details for a conference lunch from 9am -6pm for 50 covers with U shaped seating.
21. Explain in details examples of informal banquet.

(2 × 10 = 20 marks)

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS—UG)

Hotel Management and Culinary Arts

BHC 5B 08—COMPREHENSIVE SELF STUDY

(2019 Admissions)

Time : Two Hours

Maximum : 100 Marks

*Answer any **Hundred** questions.
Each question carries 1 mark.*

1. _____ is an instrument that helps to achieve specific temperature and pressure for scientific/medical and industrial applications.
 - (a) Sterilizers.
 - (b) Autoclave.
 - (c) Electrosurgical unit.
 - (d) None of the above.
2. What is the function of yeast in bread making ?
 - (a) It makes the dough rise.
 - (b) It makes the dough shrink.
 - (c) It makes clean up easier.
 - (d) It shortens the baking time.
3. India needs to change its marketing approach to modern marketing approach for developing Tourism :
 - (a) Planning.
 - (b) Organising.
 - (c) Traditional.
 - (d) Management.
4. What is the purpose of kneading ?
 - (a) Saltiness.
 - (b) Sweetness.
 - (c) Structure.
 - (d) Crust crispiness.
5. _____ country in Asia is emerging as the leading tourist destination.
 - (a) Indonesia.
 - (b) Thailand.
 - (c) China.
 - (d) Nepal.

Turn over

6. Which bread is a white yeast bread from Italy ?
- (a) Challah. (b) Pumpernickel.
(c) Brioche. (d) Ciabatta.
7. ——— has successfully tapped the Asian tourism market in terms with competition
- (a) Bangladesh. (b) Malaysia.
(c) Singapore. (d) India.
8. ——— does not play any role in growth of tourism in India.
- (a) Public Sector.
(b) Private Sector.
(c) Quasi Sector.
(d) Micro small industries.
9. What is the French name for cheese ?
- (a) Soumage. (b) Formage.
(c) Homage. (d) Poission.
10. How much percentage of starch in wheat ?
- (a) 19 %. (b) 70 %
(c) 80 %. (d) 100 %.
11. A practice in hotels to take more bookings than the total available rooms is called as :
- (a) Overbooking. (b) Reservation by mistake.
(c) Skimming pricing. (d) None of the above.
12. Which bread is known for Jewish festival ?
- (a) Ciabatta. (b) Pumpernickel.
(c) Brioche. (d) Challah.
13. House boats of Kerala are example for :
- (a) Rotels. (b) Floatels.
(c) Motels. (d) Resorts.

14. Which department in hotel is responsible for sending C Form to FRRO ?
- (a) Housekeeping. (b) Human Resource.
(c) Front Office. (d) Security.
15. The guest with minimum number of luggage is termed as :
- (a) Scanty Baggage. (b) No Luggage.
(c) Left Luggage. (d) Some Luggage.
16. Double occupancy means :
- (a) Two people sharing one room.
(b) A room which is booked twice.
(c) Two guests asked to share one room.
(d) Over booking.
17. When was the first hotel in India established ?
- (a) 1903. (b) 1803.
(c) 1947. (d) 1957.
18. S.O.P. stands for ?
- (a) Self-Operating Procedure.
(b) Service Operator Process.
(c) Standard Operating Procedure.
(d) All of above.
19. Which among the following is not a dry cooking method ?
- (a) Broiling. (b) Poaching.
(c) Baking. (d) Roasting.
20. A hotel chain is :
- (a) Hotels connected to each other.
(b) Hotels in difficult centres/parts of the country.
(c) Part of a group with hotels in different locations.
(d) Small hotels.

Turn over

21. What is the main feature of a time share establishment ?
- (a) It is a private property.
 - (b) Its rooms / resources are shared by guests / tourists according to specified time schedules.
 - (c) It is a facility of one star grade.
 - (d) None of these.
22. Modified American plan includes :
- (a) Two meals of the day + Room rent.
 - (b) One meal of the day + Room rent.
 - (c) Breakfast + Room rent.
 - (d) None of these.
23. What is the other name for English Service ?
- (a) Silver Service Style.
 - (b) Buffet Service Style.
 - (c) Gueridon Service Style.
 - (d) Tray Service Style.
24. Which State has the maximum number of heritage hotels in India ?
- (a) Rajasthan.
 - (b) Uttar Pradesh.
 - (c) Maharashtra.
 - (d) Karnataka.
25. Guest Cycle - which one is correct sequence in below options ?
- (a) Registration-----Checked -In-----Reservation-----Checked Out.
 - (b) Reservation-----Checked -In-----Registration-----Checked Out.
 - (c) Reservation-----Checked Out-----Registration-----Checked In.
 - (d) Reservation-----Registration-----Checked-In-----Checked Out.
26. Who takes care of complaint handling ?
- (a) Travel desk.
 - (b) Receptionist.
 - (c) GRE.
 - (d) Both (b) and (c).
27. Which term refers to a dining system where the guests serve themselves ?
- (a) Back bar.
 - (b) Banquet.
 - (c) Cocktail.
 - (d) Buffet.

28. To which department does the concierge report ?
- (a) Human resources. (b) Front office.
(c) Security. (d) Accounting.
29. Minimum number of lettable rooms in five-star hotels is ?
- (a) 25. (b) 10.
(c) 50. (d) All of the above.
30. Food or beverages served in guest room is known as :
- (a) Full service. (b) Room service.
(c) Service station. (d) None of these.
31. Which of the following menu provides a choice of items ?
- (a) Ala carte. (b) Table d' hote.
(c) Counter service. (d) None of these.
32. The first five-star hotel in India is :
- (a) Taj Mahal Palace hotel - Mumbai. (b) Hotel Ashoka - New Delhi.
(c) Hotel Oberoi - New Delhi. (d) Hotel Chola Sheraton - Chennai.
33. What is used as the benchmark quotation of a hotel's room rate ?
- (a) Corporate Rate. (b) Restricted Rate.
(c) Discount Rate. (d) Rack Rate.
34. Which of the following is included in the Rooms Division ?
- (a) Guest Service. (b) Security.
(c) Housekeeping. (d) All of the above.
35. Which fruit is the symbol of hospitality ?
- (a) Cherry. (b) Mango.
(c) Pineapple. (d) Apple.
36. Which organisation in India is awards star ratings to hotels ?
- (a) HRACC. (b) FHRAI.
(c) IHM. (d) FICCI.

Turn over

37. What is the French name for rice or pasta course ?
- (a) Fahrenheit. (b) Farineaux.
(c) Julienne. (d) Mirepoix.
38. Accommodation on wheels is known as _____.
- (a) Rotels. (b) Motels.
(c) Chains. (d) Hospice.
39. Lodging properties are a segment within the industry :
- (a) Tourism. (b) Hospital.
(c) Hospitality. (d) All of the above.
40. The ratio of guest rooms sold (including complementary no charge rooms) to guest rooms available for sale in a given time period :
- (a) Hotel Rate. (b) Occupancy Rate.
(c) Room Rate. (d) Rent.
41. _____ is the relationship between the guest and the host.
- (a) Hospitality. (b) Hotel Management.
(c) Franchisee. (d) Tourism Management.
42. A _____ is known for its leisure attraction.
- (a) Resort. (b) Hospital.
(c) Hotel. (d) Hospitality.
43. _____ is responsible for shifting of baggage of guests, within and out of the room.
- (a) Doorman. (b) Bell Captain.
(c) Bellboy. (d) Lobby Manager.
44. Guestroom brigade _____ ?
- (a) Maintains cleanliness of foyer, lobby, front office and other common areas.
(b) Deposits misplaced luggage of guests.
(c) Upkeeps and cleans the guestrooms.
(d) Maintains landscape of the hotel and arranges flowers in rooms and at various places.

45. _____ deposits misplaced luggage of guests.
- (a) Guestroom brigade. (b) Public area brigade.
(c) Lost and found section. (d) Housekeeping management.
46. It is the responsibility of this department to maintain cleanliness in the kitchen and to wash the pots and pans used :
- (a) Kitchen Stewarding. (b) Kitchen.
(c) Restaurant. (d) Laundry.
47. _____ is who actually serve the food.
- (a) Assistant waiter. (b) Waiter.
(c) Head Waiter. (d) Restaurant Manager.
48. _____ perform the heavy cleaning activities such as vacuuming, mopping, sweeping and shifting of furniture.
- (a) Floor Supervisor. (b) Assistant Housekeeper.
(c) Housemen. (d) Gardner.
49. _____ the main purpose is to support the gambling operations.
- (a) Resort Hotels. (b) Casino Hotels.
(c) All-Suite Hotels. (d) Economy Hotels.
50. A _____ hotel is located in the centre of the city or within a short distance from business centre, shopping areas, theatres, public offices etc.
- (a) Downtown. (b) Sub-urban.
(c) Airport. (d) Resort.
51. A hotel owned by a single owner who might use it for some part of the year and rent it out for the remainder of the year :
- (a) Convention hotel. (b) Destination.
(c) Extended stay hotel. (d) Condominium.
52. Expand FIT :
- (a) Free Inclusion Traveller. (b) Free Independent Traveller.
(c) Free Indented Traveller. (d) For Independent Traveller.

Turn over

53. FHRAI stands for ?

- (a) Federation of Hotel and Restaurant Association of India.
- (b) Federation of Hospital and Restaurant Association of India.
- (c) Federation of Hospitality and Restaurant Association of India.
- (d) Federation of Hotel and Restaurant Association of Indonesia.

54. It is a type of hotel originated in Japan which provides small and bed-only cabinets for its guests :

- (a) Green Hotels.
- (b) Capsule Hotel.
- (c) Ice Hotel.
- (d) Cave Hotels.

55. _____ are mainly located in countryside, especially in forests.

- (a) Green Hotels.
- (b) Capsule Hotel.
- (c) Ice Hotel.
- (d) Tree House.

56. In ancient era small hotels in Switzerland were called as _____ ?

- (a) Huts.
- (b) Hotel.
- (c) Chalets.
- (d) Tree House.

57. The primitive lodging house in India were known as :

- (a) Hotel.
- (b) Inns.
- (c) Restaurants.
- (d) Home.

58. A houseboat hotel is referred to as _____ ?

- (a) Floatel.
- (b) Boatel.
- (c) Motel.
- (d) Rotel.

59. A _____ room has four separate single beds and can accommodate four persons together in the same room.

- (a) Twin.
- (b) Quad.
- (c) King.
- (d) Queen.

60. A _____ comprises two room situated on different floors, which are connected by an internal staircase.

- (a) Twin Room.
- (b) Hospitality Room.
- (c) Duplex.
- (d) Sample Room.

61. The _____ is located very close to the main entrance of the hotel.
- (a) Front Office Desk. (b) Communication Section.
(c) Security Office. (d) Bell desk.
62. Shifting of guest luggage from one room to another in absence of guest :
- (a) Baggage Carrier. (b) Shifting.
(c) Dead Move. (d) Inessential.
63. Room situated near swimming pool is called _____ ?
- (a) Cabana. (b) Studio.
(c) Parlor. (d) Adjacent.
64. A guest record of charges and payments :
- (a) Meal Plan. (b) Folio.
(c) Tariff. (d) Rack Rate.
65. Escorting the guest to his room is the duty of _____ ?
- (a) Doorman. (b) Bellboy.
(c) Bell Captain. (d) Bell Desk.
66. A Dharamshala is suitable for :
- (a) Those business man who can stay in graded hotels.
(b) Low-income families.
(c) Only rich merchants.
(d) All the above.
67. What is the main feature of a time share establishment ?
- (a) It is a private property.
(b) Its rooms / resources are shared by guests / tourists according to specified time schedules.
(c) It is a facility of one star grade.
(d) None of these.
68. In a single bedroom, the number of glasses given to the guests is :
- (a) 1. (b) 2.
(c) 4. (d) None of these.

Turn over

69. Where is hotel Ashok located in New Delhi :

- (a) Jor Bagh. (b) Chanakya Puri.
(c) Sunder Nagar. (d) New Friends Colony.

70. The guest enters into a large hotel from its :

- (a) Lobby. (b) Front Office.
(c) Reception. (d) Restaurant.

71. Cocktails are mixed only by expert cocktail makers or experienced bar tenders. Infact, they are proud of their skills. Why is that so ?

- (a) Cocktails are difficult to make.
(b) It is important to mix different liquors and fruit juices in a correct proportion, the guest should not digest on add cocktail and become sick.
(c) They are at the forefront of the sales departments in the bar and so, they feel proud of their cocktail making skills.
(d) They know how to make ready mixtures in style and hence are proud of their skills.

72. Which one of the following is not available in the in-flight menu ?

- (a) Beer. (b) Red wine.
(c) White wine. (d) Cigarettes.

73. ARR is the term used in hotel industry for identifying :

- (a) Average Revenue Rate. (b) Average Room Rate.
(c) Average Rack Revenue. (d) Actual Room Rate.

74. Identify an international franchise hotel chain :

- (a) Taj Group. (b) ITC Welcome Group.
(c) Marriots. (d) Lemon Tree.

75. "Table d' hot" is a term related to :

- (a) Varied Buffet Services. (b) Fixed number of items in a menu.
(c) Choice of items in a menu. (d) Options for guest to prepare their own menu.

76. A food service operation of a limited menu and self service is :

- (a) Buffet. (b) Bar.
(c) Cafeteria. (d) None of these.

77. A hotel employee who handles restaurant and tour reservations, travel arrangements etc. is :
- (a) Housekeeper. (b) Chef De Cuisine.
(c) Concierge. (d) None of these.
78. A hotel room with all guest rooms occupied is called :
- (a) Green House. (b) Full House.
(c) Houseful. (d) None of these.
79. Regular published rate of a hotel or other travel service is called :
- (a) Room Rate. (b) Rack Rate.
(c) Normal Rate. (d) None of these.
80. Food or beverages served in guest room is known as :
- (a) Full service. (b) Room service.
(c) Service station. (d) None of these.
81. What is mocktail ?
- (a) It is liquor mixed with fruit juices.
(b) It is a combination of fruit juices tastefully garnished but sans.
(c) Alcohol.
(d) It is a type of draught beer.
82. Which is the first State in India to convert its Maharaja's into hotel :
- (a) Rajasthan. (b) Kashmir.
(c) Uttar Pradesh. (d) Madhya Pradesh.
83. In which year Indian Tobacco Company (ITC) entered hotel industry :
- (a) 1958. (b) 1956.
(c) 1975. (d) 1959.
84. Which is the hotel on wheels :
- (a) Motel. (b) Rotel.
(c) Floatel. (d) Airtel.
85. A hotel situated near an airport is known as :
- (a) Floatel. (b) Airtel.
(c) Motel. (d) Rotel.

86. The meal which provides a choice of items is :
- (a) Alacarte. (b) Table d' hote.
(c) Counter service. (d) None of these.
87. Which of the following provides the best proof of identity when accepting a travelers cheque from a foreign guest ?
- (a) The guest passport. (b) The guest cheque card.
(c) The guest driving license. (d) The guest credit card.
88. Which term refers to a dining system where the guest serve themselves ?
- (a) Back bar. (b) Banquet.
(c) Cocktail. (d) Buffet.
89. Which kind of F and B service included partial cooking and preparation ?
- (a) On premise. (b) Off premise.
(c) Room service department. (d) Bar and lounge.
90. Which type of restaurant are characterized by their elaborate and exclusive menu with special emphasis on the very high quality food they serve :
- (a) Fine dining restaurants. (b) All day dining restaurants.
(c) Specialty restaurants. (d) None of these.
91. Which term is an American term for 'Alcohol Bar' :
- (a) Back bar. (b) Banquet.
(c) Dram shop. (d) Deli.
92. The hotel diary is a part of :
- (a) Personal event diary. (b) Record of activities.
(c) Reservation system. (d) Record of past event.
93. The hotels are rated according to the :
- (a) Facilities on offer. (b) Location.
(c) Ownership. (d) Staff qualification.
94. The department normally responsible for servicing rooms :
- (a) Reception. (b) Housekeeping.
(c) Porterage. (d) Maintenance.

95. VIP status could be given to guests because :
- (a) Every hotel needs to have VIP's.
 - (b) All the guest should be treated the same.
 - (c) Because they have to go through special check in procedures.
 - (d) There are occasion when the guest are singled out for special attention because of their social status.
96. A guest folio is :
- (a) A guest bill.
 - (b) A guest report.
 - (c) A guest resume.
 - (d) A guest history.
97. Room allocation means :
- (a) Having enough rooms.
 - (b) Room status.
 - (c) Securing a vacant ready room guest to occupy.
 - (d) Room diary.
98. If you are staying in a five star hotel, you are an :
- (a) Extra high budgeted tourist.
 - (b) Guest of the hotel.
 - (c) Middle budgeted tourist.
 - (d) Guest of the company that has invited you.
99. What is the main feature of a time share establishment :
- (a) It is a private property.
 - (b) Its rooms / resources are shared by guests / tourists according to specified time schedules.
 - (c) It is a facility of one star grade.
 - (d) None of these.
100. The guest enters into a large hotel from its :
- (a) Lobby.
 - (b) Front Office.
 - (c) Reception.
 - (d) Restaurant.

Turn over

101. What is a motel ?
- (a) A small Hotel.
 - (b) A small hotel on the highway where motorists check in.
 - (c) A large hotel with packing facilities.
 - (d) A hotel with a restaurant.
102. Which one of the following is a heritage hotel ?
- (a) Maurya Sheraton, Delhi.
 - (b) Juhu Centaur, Mumbai.
 - (c) Rambagh Palace, Jaipur.
 - (d) Leela Kem Peinsky , Mumbai.
103. One would find boatels in :
- (a) Manali.
 - (b) Srinagar.
 - (c) Loktak.
 - (d) Ooty.
104. Which one of the following Organizations is operating youth hostels around the world ?
- (a) CARE.
 - (b) UNESCO.
 - (c) YMCA.
 - (d) UNHCR.
105. Which restaurant chain was involved in a controversy related to beef follow ?
- (a) Me Donalds.
 - (b) Nirulas.
 - (c) Kentucky Fried Chicken.
 - (d) Wimpey's.
106. Duplex room is a room with :
- (a) Air conditioner.
 - (b) Two storey's connected by stairs.
 - (c) Room service facility.
 - (d) An extra bed.
107. What is the best definition of hospitality ?
- (a) Service.
 - (b) Meeting the anticipation needs of our guests with kindness and goodwill.
 - (c) Businesses that provide services to people who are traveling.
 - (d) A special room that is used to serve refreshments to groups of people.

108. To be a good employee in the hospitality industry you need skills to be able to deal with guests and customers, to get along with others, and to be a good team player :
- (a) Interpersonal Skills. (b) Accountability Skills.
(c) Only (a) and (b). (d) None of above.
109. A guest walks up to the front desk of the hotel and asks for a recommendation for a good place to eat. Which is the best way to respond to your guest ?
- (a) Tell your guest that is the concierge's job and she not working that day.
(b) Direct your guest to the restaurant your friend owns.
(c) Tell your guest you are new in town and don't know the restaurants.
(d) Ask your guest what type of food they like and offer them nearby restaurants to choose from.
110. To present a professional image of the company a receptionist should :
- (a) Leave confidential paperwork lying on the reception desk where everyone can see it.
(b) Be calm and polite at all times, and deal with all of their enquiries in a professional and courteous manner.
(c) Point out to visitors any shortcomings in their dress style.
(d) Have pointless and casual conversations about the weather with all visitors.
111. Part of a receptionist's duty is to screen phone calls, the reason for this is to :
- (a) Have casual conversations with the caller.
(b) Weed out unwanted sales calls, identify important calls and then only forward those on.
(c) Find out the number of the person calling, so you can call them back later.
(d) Get rid of all callers as fast as they can.
112. ITDC is a hospitality, retail and education company owned by the Government of India, under Ministry of Tourism. ITDC stands for _____.
- (a) Indian Tourism Destination Corporation.
(b) Indian Tourist Development Company.
(c) India Tourist Destination Company.
(d) India Tourism Development Corporation.

113. Identify the hierarchical sequence of the Kitchen Staff :

- (a) Chef d' cuisine, Sous chef, Chef d' party.
- (b) Chef d' party, Chef d' cuisine , Sous chef.
- (c) Sous chef, Chef d' party, Chef d' cuisine.
- (d) Chef d' party, Sous chef, Chef d' cuisine.

114. Which one of the following organizations operates youth hostels around the World ?

- (a) UNICEF.
- (b) YMCA.
- (c) UNHCR.
- (d) None of the above.

115. The term restaurant originated in which country ?

- (a) Germany.
- (b) France.
- (c) USA.
- (d) England.

116. In which country are capsule hotels popular ?

- (a) China.
- (b) Japan.
- (c) Malaysia.
- (d) Vietnam.

117. The earliest lodging places were called _____.

- (a) Motels.
- (b) Lodges.
- (c) Public houses.
- (d) Inns.

118. Which one of the following is not available in the in-flight menu of international flights?

- (a) Wine.
- (b) Beer.
- (c) Cigarette.
- (d) Vodka.

119. India's first Net Route Server was set up at _____.

- (a) Mumbai and New Delhi.
- (b) New Delhi and Bangalore.
- (c) Chennai and Mumbai.
- (d) Hyderabad and Bangalore.

120. Which gate was constructed in memory of 90,000 Indian soldiers dying in World War I ?

- (a) Gateway of India, Mumbai.
- (b) India Gate, New Delhi.
- (c) Buland Darwaja, Fatehpur Sikri.
- (d) Charminar, Hyderabad.

(100 × 1 = 100 marks)

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS—UG)

Hotel Management and Catering Science

BSH/C5 D02—BASICS IN CULINARY

(2019 Admissions)

Time : Two Hours

Maximum : 60 Marks

Section A*Answer at least **eight** questions.**Each question carries 2 marks.**All questions can be attended.**Overall Ceiling 16.*

1. What is blanching ?
2. Define Balanced diet.
3. What is HACCP ?
4. What are the uses of double-breasted chef coat ?
5. What is Danger Zone ?
6. What is a Stock ?
7. What is a Sauce ?
8. How do you prepare Bechamel Sauce ?
9. What do you use a green chopping board for ?
10. What is cross contamination ?
11. How do you hold cold food ?
12. What is Griddling ?

(8 × 2 = 16 marks)

Section B*Answer at least **four** questions.**Each question carries 6 marks.**All questions can be attended.**Overall Ceiling 24.*

13. Explain cold food preparation standard procedure.
14. Explain the brown sauce with its recipe.

Turn over

15. Write a note on Non-Perishable items.
16. Enlist aims and objectives of cooking.
17. What is Roasting ? Give best food examples for roasting.

(4 × 6 = 24 marks)

Section C

*Answer any two questions.
Each question carries 10 marks.*

18. Classify Sauces. Explain Mother Sauces.
19. Define Cross contamination. Explain Contamination Spoilages of Various Food with the Storing Method
20. Classify Stock. Explain the general ingredients used for making stocks.
21. What is Dry heat method of cooking ? Explain each with suitable examples.

(2 × 10 = 20 marks)

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS—UG)

Hotel Management and Catering Science/Hotel Management
BSH/C5 D01—TOURISM AND HOSPITALITY MANAGEMENT

(2019 Admissions)

Time : Two Hours

Maximum : 60 Marks

Section A*Answer at least eight questions.**Each question carries 2 marks.**All questions can be attended.**Overall Ceiling 16.*

1. What are Natural Attractions ?
2. What is VISA ?
3. What is Adventure Tourism ?
4. Explain Bed and Breakfast.
5. Who is a Travel Agent ?
6. What is Catered Accommodation ?
7. What is a FAM trip ?
8. Elaborate WTTC.
9. Explain Retail Travel Agency.
10. What is Cabana ?
11. What are Heritage Hotels ?
12. What is Pilgrimage Tourism ?

(8 × 2 = 16 marks)

Turn over

Section B

*Answer at least **four** questions.
Each question carries 6 marks.
All questions can be attended.
Overall Ceiling 24.*

13. What is Responsible Tourism ?
14. Explain about Medical Tourism.
15. Differentiate between Travel Agents and Tour Operators.
16. Explain about the Harvest Festival of Kerala.
17. Why Dark Tourism is controversial ?

(4 × 6 = 24 marks)

Section C

*Answer any **two** questions.
Each question carries 10 marks.*

18. Explain the various departments in a hotel.
19. Explain the Socio-Cultural Impact of Tourism.
20. Write an Essay on Rural Tourism.
21. Elucidate the Components of Tourism.

(2 × 10 = 20 marks)

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS—UG)

Hotel Management and Catering Science

BSH 5B 08—COMPREHENSIVE SELF STUDY

(2019 Admissions)

Time : Two Hours

Maximum : 100 Marks

*Answer any **hundred** questions.**Each question carries 1 mark.*

1. Accommodation units located near the Highways with Garage facilities are known as ?
 - a) Cabana hotels.
 - b) Motels.
 - c) Downtown hotels.
 - d) Casino Hotels.
2. Which of the hotel chain is owned by Tata ?
 - a) Oberoi.
 - b) Taj.
 - c) Sheraton.
 - d) Trident.
3. Which of the following is not a revenue generation department in a hotel ?
 - a) Food and Beverage.
 - b) Front office.
 - c) Safety and Security.
 - d) Engineering.
4. Types of rooms mostly situated on the highest floors of hotel building are known as :
 - a) Pent houses.
 - b) Suit rooms.
 - c) Parlour.
 - d) Single room.
5. An American meal plan includes :
 - a) All three meals.
 - b) Breakfast only.
 - c) Breakfast and Lunch.
 - d) No meals included.

Turn over

6. Skippers in hotel terminology means :
- a) Guest who reserves accommodation but fails to check in.
 - b) Guest who is not paying the hotel bills.
 - c) A walk-in guest.
 - d) None of these.
7. Which of the following section is mainly responsible for luggage handling of the guests ?
- a) Security.
 - b) Banquet.
 - c) Bell desk.
 - d) Accounts.
8. Which department is responsible for giving room keys to the guest on his arrival ?
- a) Reception.
 - b) Reservation.
 - c) Cashier.
 - d) Travel desk.
9. The concept of Capsule hotel was originated in which country ?
- a) Zambia.
 - b) India.
 - c) Japan.
 - d) Bolivia.
10. A guest who does not arrive to take a reservation is called as :
- a) No Show.
 - b) Skipper.
 - c) Guaranteed reservation.
 - d) Walk in guest.
11. A practice in hotels to take more bookings than the total available rooms is called as :
- a) Overbooking.
 - b) Reservation by mistake.
 - c) Skimming pricing.
 - d) None of the above.
12. Which bread is a white yeast bread from Italy ?
- a) Challah.
 - b) Pumpernickel.
 - c) Brioche.
 - d) Ciabatta.
13. House boats of Kerala are example for :
- a) Rotels.
 - b) Floatels.
 - c) Motels.
 - d) Resorts.

14. Which department in hotel is responsible for sending C Form to FRRO ?
- a) Housekeeping.
 - b) Human Resource.
 - c) Front Office.
 - d) Security.
15. The guest with minimum number of luggage is termed as :
- a) Scanty Baggage.
 - b) No Luggage.
 - c) Left Luggage.
 - d) Some Luggage.
16. Double occupancy means :
- a) Two people sharing one room.
 - b) A room which is booked twice.
 - c) Two guests asked to share one room.
 - d) Over booking.
17. When was the first hotel in India established ?
- a) 1903.
 - b) 1803.
 - c) 1947.
 - d) 1957.
18. S.O.P. stands for ?
- a) Self-Operating Procedure.
 - b) Service Operator Process.
 - c) Standard Operating Procedure.
 - d) All of above.
19. Which among the following is not a dry cooking method ?
- a) Broiling.
 - b) Poaching.
 - c) Baking.
 - d) Roasting.
20. A hotel chain is :
- a) Hotels connected to each other.
 - b) Hotels in difficult centres/parts of the country.
 - c) Part of a group with hotels in different locations.
 - d) Small hotels.

21. What is the main feature of a time share establishment ?
- It is a private property.
 - Its rooms / resources are shared by guests / tourists according to specified time schedules.
 - It is a facility of one star grade.
 - None of these.
22. Modified American plan includes :
- Two meals of the day + Room rent.
 - One meal of the day + Room rent.
 - Breakfast + Room rent.
 - None of these.
23. What is the other name for English Service ?
- Silver Service Style.
 - Buffet Service Style.
 - Gueridon Service Style.
 - Tray Service Style.
24. Which state has the maximum number of heritage hotels in India ?
- Rajasthan.
 - Uttar Pradesh.
 - Maharashtra.
 - Karnataka.
25. Guest Cycle - which one is correct sequence in below options ?
- Registration-----Checked -In-----Reservation-----Checked Out.
 - Reservation-----Checked -In-----Registration-----Checked Out.
 - Reservation-----Checked Out-----Registration-----Checked In.
 - Reservation-----Registration-----Checked -In-----Checked Out.
26. Who takes care of complaint handling ?
- Travel desk.
 - Receptionist.
 - GRE.
 - Both (b) and (c).
27. Which term refers to a dining system where the guests serve themselves ?
- Back bar.
 - Banquet.
 - Cocktail.
 - Buffet.

28. To which department does the concierge report ?
- a) Human resources.
 - b) Front office.
 - c) Security.
 - d) Accounting.
29. Minimum number of lettable rooms in five-star hotels is ?
- a) 25.
 - b) 10.
 - c) 50.
 - d) All of the above.
30. Food or beverages served in guest room is known as :
- a) Full service.
 - b) Room service.
 - c) Service station.
 - d) None of these.
31. Which of the following menu provides a choice of items ?
- a) Ala carte.
 - b) Table d' hote.
 - c) Counter service.
 - d) None of these.
32. The first five-star hotel in India is :
- a) Taj Mahal Palace hotel - Mumbai.
 - b) Hotel Ashoka - New Delhi.
 - c) Hotel Oberoi - New Delhi.
 - d) Hotel Chola Sheraton - Chennai.
33. What is used as the benchmark quotation of a hotel's room rate ?
- a) Corporate Rate.
 - b) Restricted Rate.
 - c) Discount Rate.
 - d) Rack Rate.
34. Which of the following is included in the Rooms Division ?
- a) Guest Service.
 - b) Security.
 - c) Housekeeping.
 - d) All of the above.
35. Which fruit is the symbol of hospitality ?
- a) Cherry.
 - b) Mango.
 - c) Pineapple.
 - d) Apple.
36. Which organisation in India is awards star ratings to hotels ?
- a) HRACC.
 - b) FHRAI.
 - c) IHM.
 - d) FICCI.

Turn over

37. What is the French name for cheese ?
- a) Soumage.
 - b) Fromage.
 - c) Homage.
 - d) Poission.
38. Accommodation on wheels is known as _____.
- a) Rotels.
 - b) Motels.
 - c) Chains.
 - d) Hospice.
39. Lodging properties are a segment within the industry :
- a) Tourism.
 - b) Hospital.
 - c) Hospitality.
 - d) All of the above.
40. The ratio of guest rooms sold (including complementary no charge rooms) to guest rooms available for sale in a given time period :
- a) Hotel Rate.
 - b) Occupancy Rate.
 - c) Room Rate.
 - d) Rent.
41. _____ is the relationship between the guest and the host.
- a) Hospitality.
 - b) Hotel Management.
 - c) Franchisee.
 - d) Tourism Management.
42. A _____ is known for its leisure attraction.
- a) Resort.
 - b) Hospital.
 - c) Hotel.
 - d) Hospitality.
43. _____ is responsible for shifting of baggage of guests, within and out of the room.
- a) Doorman.
 - b) Bell Captain.
 - c) Bellboy.
 - d) Lobby Manager.
44. Guestroom brigade _____ ?
- a) Maintains cleanliness of foyer, lobby, front office and other common areas.
 - b) Deposits misplaced luggage of guests.
 - c) Upkeeps and cleans the guestrooms.
 - d) Maintains landscape of the hotel and arranges flowers in rooms and at various places.

45. _____ deposits misplaced luggage of guests.
- a) Guestroom brigade.
 - b) Public area brigade.
 - c) Lost and found section.
 - d) Housekeeping management.
46. It is the responsibility of this department to maintain cleanliness in the kitchen and to wash the pots and pans used :
- a) Kitchen Stewarding.
 - b) Kitchen.
 - c) Restaurant.
 - d) Laundry.
47. _____ is who actually serve the food.
- a) Assistant waiter.
 - b) Waiter.
 - c) Head Waiter.
 - d) Restaurant Manager.
48. _____ perform the heavy cleaning activities such as vacuuming, mopping, sweeping and shifting of furniture.
- a) Floor Supervisor.
 - b) Assistant Housekeeper.
 - c) Housemen.
 - d) Gardner.
49. _____ the main purpose is to support the gambling operations.
- a) Resort Hotels.
 - b) Casino Hotels.
 - c) All-Suite Hotels.
 - d) Economy Hotels.
50. A _____ hotel is located in the centre of the city or within a short distance from business centre, shopping areas, theatres, public offices etc.
- a) Downtown.
 - b) Sub-urban.
 - c) Airport.
 - d) Resort.
51. A hotel owned by a single owner who might use it for some part of the year and rent it out for the remainder of the year :
- a) Convention hotel.
 - b) Destination.
 - c) Extended stay hotel.
 - d) Condominium.
52. Expand FIT :
- a) Free Inclusion Traveller.
 - b) Free Independent Traveller.
 - c) Free Indented Traveller.
 - d) For Independent Traveller.

Turn over

53. FHRAI stands for ?
- Federation of Hotel and Restaurant Association of India.
 - Federation of Hospital and Restaurant Association of India.
 - Federation of Hospitality and Restaurant Association of India.
 - Federation of Hotel and Restaurant Association of Indonesia.
54. It is a type of hotel originated in Japan which provides small and bed-only cabinets for its guests :
- Green Hotels.
 - Capsule Hotel.
 - Ice Hotel.
 - Cave Hotels.
55. _____ are mainly located in countryside, especially in forests.
- Green Hotels.
 - Capsule Hotel.
 - Ice Hotel.
 - Tree House.
56. In ancient era small hotels in Switzerland were called as _____ ?
- Huts.
 - Hotel.
 - Chalets.
 - Tree House.
57. The primitive lodging house in India were known as
- Hotel.
 - Inns.
 - Restaurants.
 - Home.
58. A houseboat hotel is referred to as _____ ?
- Floatel.
 - Boatel.
 - Motel.
 - Rotel.
59. A _____ room has four separate single beds and can accommodate four persons together in the same room.
- Twin.
 - Quad.
 - King.
 - Queen.
60. A _____ comprises two room situated on different floors, which are connected by an internal staircase.
- Twin Room.
 - Hospitality Room.
 - Duplex.
 - Sample Room.

61. The _____ is located very close to the main entrance of the hotel.
- a) Front Office Desk.
 - b) Communication Section.
 - c) Security Office.
 - d) Bell desk.
62. Shifting of guest luggage from one room to another in absence of guest :
- a) Baggage Carrier.
 - b) Shifting.
 - c) Dead Move.
 - d) Inessential.
63. Room situated near swimming pool is called _____ ?
- a) Cabana.
 - b) Studio.
 - c) Parlor.
 - d) Adjacent.
64. A guest record of charges and payments
- a) Meal Plan.
 - b) Folio.
 - c) Tariff.
 - d) Rack Rate.
65. Escorting the guest to his room is the duty of _____ ?
- a) Doorman.
 - b) Bellboy.
 - c) Bell Captain.
 - d) Bell Desk.
66. A Dharamshala is suitable for :
- a) Those business man who can stay in graded hotels.
 - b) Low-income families.
 - c) Only rich merchants.
 - d) All the above.
67. What is the main feature of a time share establishment ?
- a) It is a private property.
 - b) Its rooms / resources are shared by guests / tourists according to specified time schedules.
 - c) It is a facility of one star grade.
 - d) None of these.
68. In a single bedroom, the number of glasses given to the guests is :
- a) 1.
 - b) 2.
 - c) 4.
 - d) None of these.

Turn over

69. Where is hotel Ashok located in New Delhi :

- a) Jor Bagh.
- b) Chanakya puri.
- c) Sunder Nagar.
- d) New Friends Colony.

70. The guest enters into a large hotel from its :

- a) Lobby.
- b) Front Office.
- c) Reception.
- d) Restaurant.

71. Cocktails are mixed only by expert cocktail makers or experienced bar tenders. Infact, they are proud of their skills. Why is that so ?

- a) Cocktails are difficult to make.
- b) It is important to mix different liquors and fruit juices in a correct proportion, the guest should not digest on add cocktail and become sick.
- c) They are at the forefront of the sales departments in the bar and so, they feel proud of their cocktail making skills.
- d) They know how to make ready mixtures in style and hence are proud of their skills.

72. Which one of the following is not available in the in-flight menu ?

- a) Beer.
- b) Red wine.
- c) White wine.
- d) Cigarettes.

73. ARR is the term used in hotel industry for identifying :

- a) Average Revenue Rate.
- b) Average Room Rate.
- c) Average Rack Revenue.
- d) Actual Room Rate.

74. Identify an international franchise hotel chain :

- a) Taj Group.
- b) ITC Welcome Group.
- c) Marriots.
- d) Lemon Tree.

75. "Table d' hot" is a term related to :

- a) Varied Buffet Services.
- b) Fixed number of items in a menu.
- c) Choice of items in a menu.
- d) Options for guest to prepare their own menu.

76. A food service operation of a limited menu and self service is :

- a) Buffet.
- b) Bar.
- c) Cafeteria.
- d) None of these.

77. A hotel employee who handles restaurant and tour reservations, travel arrangements etc is :
- a) Housekeeper.
 - b) Chef De Cuisine.
 - c) Concierge.
 - d) None of these.
78. A hotel room with all guest rooms occupied is called :
- a) Green House.
 - b) Full House.
 - c) Houseful.
 - d) None of these.
79. Regular published rate of a hotel or other travel service is called :
- a) Room Rate.
 - b) Rack Rate.
 - c) Normal Rate.
 - d) None of these.
80. Food or beverages served in guest room is known as :
- a) Full service.
 - b) Room service.
 - c) Service station.
 - d) None of these.
81. What is mocktail ?
- a) It is liquor mixed with fruit juices.
 - b) It is a combination of fruit juices tastefully garnished but sans.
 - c) Alcohol.
 - d) It is a type of draught beer.
82. Which is the first state in India to convert its Maharaja's into hotel :
- a) Rajasthan.
 - b) Kashmir.
 - c) Uttar Pradesh.
 - d) Madhya Pradesh.
83. In which year Indian Tobacco company (ITC) entered hotel industry :
- a) 1958.
 - b) 1956.
 - c) 1975.
 - d) 1959.
84. Which is the hotel on wheels
- a) Motel.
 - b) Rotel.
 - c) Floatel.
 - d) Airtel.
85. A hotel situated near an airport is known as :
- a) Floatel.
 - b) Airtel.
 - c) Motel.
 - d) Rotel.

86. The meal which provides a choice of items is :
- a) Alacarte.
 - b) Table d' hote.
 - c) Counter service.
 - d) None of these.
87. Which of the following provides the best proof of identity when accepting a travelers cheque from a foreign guest ?
- a) The guest passport.
 - b) The guest cheque card.
 - c) The guest driving license.
 - d) The guest credit card.
88. Which term refers to a dining system where the guest serve themselves ?
- a) Back bar.
 - b) Banquet.
 - c) Cocktail.
 - d) Buffet.
89. Which kind of F and B service included partial cooking and preparation ?
- a) On premise.
 - b) Off premise.
 - c) Room service department.
 - d) Bar and lounge.
90. Which type of restaurant are characterized by their elaborate and exclusive menu with special emphasis on the very high quality food they serve :
- a) Fine dining restaurants.
 - b) All day dining restaurants.
 - c) Specialty restaurants.
 - d) None of these.
91. Which term is an American term for 'Alcohol Bar' :
- a) Back bar.
 - b) Banquet.
 - c) Dram shop.
 - d) Deli.
92. The hotel diary is a part of :
- a) Personal event diary.
 - b) Record of activities.
 - c) Reservation system.
 - d) Record of past event.
93. The hotels are rated according to the :
- a) Facilities on offer.
 - b) Location.
 - c) Ownership.
 - d) Staff qualification.
94. The department normally responsible for servicing rooms :
- a) Reception.
 - b) Housekeeping.
 - c) Portorage.
 - d) Maintenance.

95. VIP status could be given to guests because :
- a) Every hotel needs to have VIP's.
 - b) All the guest should be treated the same.
 - c) Because they have to go through special check in procedures.
 - d) There are occasion when the guest are singled out for special attention because of their social status.
96. A guest folio is :
- a) A guest bill.
 - b) A guest report.
 - c) A guest resume.
 - d) A guest history.
97. Room allocation means :
- a) Having enough rooms.
 - b) Room status.
 - c) Securing a vacant ready room guest to occupy.
 - d) Room diary.
98. If you are staying in a five star hotel, you are an :
- a) Extra high budgeted tourist.
 - b) Guest of the hotel.
 - c) Middle budgeted tourist.
 - d) Guest of the company that has invited you.
99. What is the main feature of a time share establishment :
- a) It is a private property.
 - b) Its rooms / resources are shared by guests / tourists according to specified time schedules.
 - c) It is a facility of one star grade.
 - d) None of these.
100. The guest enters into a large hotel from its :
- a) Lobby.
 - b) Front Office.
 - c) Reception.
 - d) Restaurant.

Turn over

101. What is a motel ?
- A small Hotel.
 - A small hotel on the highway where motorists check in.
 - A large hotel with parking facilities.
 - A hotel with a restaurant.
102. Which one of the following is a heritage hotel ?
- Maurya Sheraton, Delhi.
 - Juhu Centaur, Mumbai.
 - Rambagh Palace, Jaipur.
 - Leela Kempinsky, Mumbai.
103. One would find boatels in :
- Manali.
 - Srinagar.
 - Loktak.
 - Ooty.
104. Which one of the following Organizations is operating youth hostels around the world ?
- CARE.
 - UNESCO.
 - YMCA.
 - UNHCR.
105. Which restaurant chain was involved in a controversy related to beef follow ?
- Mc Donalds.
 - Nirulas.
 - Kentucky Fried Chicken.
 - Wimpey's.
106. Duplex room is a room with :
- Air conditioner.
 - Two storeys connected by stairs.
 - Room service facility.
 - An extra bed.
107. What is the best definition of hospitality ?
- Service.
 - Meeting the anticipation needs of our guests with kindness and goodwill.
 - Businesses that provide services to people who are traveling.
 - A special room that is used to serve refreshments to groups of people.

108. To be a good employee in the hospitality industry you need skills to be able to deal with guests and customers, to get along with others, and to be a good team player :
- a) Interpersonal Skills.
 - b) Accountability Skills.
 - c) Only (a) and (b).
 - d) None of above.
109. A guest walks up to the front desk of the hotel and asks for a recommendation for a good place to eat. Which is the best way to respond to your guest ?
- a) Tell your guest that is the concierge's job and she not working that day.
 - b) Direct your guest to the restaurant your friend owns.
 - c) Tell your guest you are new in town and don't know the restaurants.
 - d) Ask your guest what type of food they like and offer them nearby restaurants to choose from.
110. To present a professional image of the company a receptionist should :
- a) Leave confidential paperwork lying on the reception desk where everyone can see it.
 - b) Be calm and polite at all times, and deal with all of their enquiries in a professional and courteous manner.
 - c) Point out to visitors any shortcomings in their dress style.
 - d) Have pointless and casual conversations about the weather with all visitors.
111. Part of a receptionist's duty is to screen phone calls, the reason for this is to :
- a) Have casual conversations with the caller.
 - b) Weed out unwanted sales calls, identify important calls and then only forward those on.
 - c) Find out the number of the person calling, so you can call them back later.
 - d) Get rid of all callers as fast as they can.
112. ITDC is a hospitality, retail and education company owned by the Government of India, under Ministry of Tourism. ITDC stands for _____.
- a) Indian Tourism Destination Corporation.
 - b) Indian Tourist Development Company.
 - c) India Tourist Destination Company.
 - d) India Tourism Development Corporation.

113. Identify the hierarchical sequence of the Kitchen Staff :
- Chef d' cuisine, Sous chef, Chef d' party.
 - Chef d' party, Chef d' cuisine , Sous chef.
 - Sous chef, Chef d' party, Chef d' cuisine.
 - Chef d' party, Sous chef, Chef d' cuisine.
114. Which one of the following organizations operates youth hostels around the World ?
- UNICEF.
 - YMCA.
 - UNHCR.
 - None of the above.
115. The term restaurant originated in which country ?
- Germany.
 - France.
 - USA.
 - England.
116. In which country are capsule hotels popular ?
- China.
 - Japan.
 - Malaysia.
 - Vietnam.
117. The earliest lodging places were called, _____.
- Motels.
 - Lodges.
 - Public houses.
 - Inns.
118. Which one of the following is not available in the in-flight menu of international flights?
- Wine.
 - Beer.
 - Cigarette.
 - Vodka.
119. India's first Net Route Server was set up at _____.
- Mumbai and New Delhi.
 - New Delhi and Bangalore.
 - Chennai and Mumbai.
 - Hyderabad and Bangalore.
120. Which gate was constructed in memory of 90,000 Indian soldiers dying in World War I ?
- Gateway of India, Mumbai.
 - India Gate, New Delhi.
 - Buland Darwaja, Fatehpur Sikri.
 - Charminar, Hyderabad.

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS—UG)

B.T.H.M.

BTH 5D 01—TOURISM AND HOSPITALITY MANAGEMENT

(2019 Admissions)

Time : Two Hours

Maximum : 60 Marks

Section A*Answer at least eight questions.**Each question carries 2 marks.**All questions can be attended.**Overall Ceiling 16.*

1. Define "Motivation".
2. Who is a tourist ?
3. Give any four examples of natural attraction.
4. Define "inclusive tour."
5. Define "Mass tourism."
6. Who is a wholesale travel agent ?
7. Differentiate Cultural tourism and Heritage tourism.
8. What is a VISA ?
9. What do you mean by a floatel ?
10. Who is an inbound tour operator ?
11. What is Supplementary accommodation ?
12. What is a Lobby ?

(8 × 2 = 16 marks)

Section B*Answer at least four questions.**Each question carries 6 marks.**All questions can be attended.**Overall Ceiling 24.*

13. Discuss the components of tourism with appropriate examples.
14. Explain the activities of Kerala Tourism Development Corporation.

Turn over

15. Point out the different types of passports issuing in India.
16. State the principles of eco-tourism.
17. Write down the functions of a travel agency.
18. Explain the role of IRCTC in tourism development.

(4 × 6 = 24 marks)

Section C

*Answer any two questions.
Each question carries 10 marks.*

19. Evaluate the positive and negative impacts of tourism industry.
20. List out and explain the various luxurious tourist trains and their services in India.
21. Explain the different types of rooms in a star hotel.
22. List out and explain the important eco-tourism destinations in Kerala.

(2 × 10 = 20 marks)

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS—UG)

B.T.H.M.

BTH 5B 15—COMPREHENSIVE SELF STUDIES

(2019 Admissions)

Time : Two Hours

Maximum : 60 Marks

*Answer any sixty questions.**Each question carries 1 mark.*

1. The verse "Atithi Devo Bhava" is taken from which of the following Upanishad :
 - a) Katha Upanishad.
 - b) Mandukya Upanishad.
 - c) Kena Upanishad.
 - d) Taittiriya Upanishad.
2. A practice in hotels to take more bookings than the total available rooms is called as _____.
 - a) Over booking.
 - b) Reservation by mistake.
 - c) Skimming pricing.
 - d) None of the above.
3. Earliest lodging places are called
 - a) Inns.
 - b) Restaurants.
 - c) Motels.
 - d) None of these.
4. Las Vegas is the best example for :
 - a) Casino Hotels.
 - b) Heritage Hotels.
 - c) Budget Hotels.
 - d) None of these.
5. Hotels established on luxury liners or ship :
 - a) Airport hotel.
 - b) Motel.
 - c) Suburban hotel.
 - d) Floating hotel.
6. Chef poissonier specializes in :
 - a) Vegetarian.
 - b) Fish preparation.
 - c) Meat.
 - d) None of these.

Turn over

7. Availability of trained _____ is essential for tourism
- a) Manpower.
 - b) Candidates.
 - c) Caterers.
 - d) Hoteliers.
8. Which of the following is an international hotel in India ?
- a) Mariott.
 - b) Meridian.
 - c) Sheraton.
 - d) All of the above.
9. A standard rate charged by a hotel from the guests is known as :
- a) Rack rate.
 - b) Group rate.
 - c) Wholesale rate.
 - d) Package rate.
10. Suite hotels usually feature :
- a) Several types of food and beverage services.
 - b) More public areas and guest services than other hotels.
 - c) Guestrooms with separate bedrooms and living rooms.
 - d) Leisure sports activities.
11. HACCP certificate in hotels stands for :
- a) Hazard Analysis and Critical Control Point.
 - b) Hazard Analysis and Crucial Control Point.
 - c) Health Analysis and Critical Control Point.
 - d) Health Analysis and Crucial Control Point.
12. Diltoh roaming hai' is the tag line of which of the following company ?
- a) Reliance jio.
 - b) Make My Trip.
 - c) Yatra.com.
 - d) Trip Advisor.
13. To which department does the concierge report ?
- a) HRM.
 - b) Front office.
 - c) Security.
 - d) Accounting.

14. Which of the hotel chain is owned by Tata ?
- a) Oberoi.
 - b) Taj.
 - c) Sheraton.
 - d) Trident.
15. Which of the following types of hotels would likely appeal most to pleasure/ leisure travelers ?
- a) Airport hotels.
 - b) Resort hotels.
 - c) Residential hotel
 - d) Convention hotel.
16. EIH belongs to which hotel group :
- a) The Oberoi Group.
 - b) The Taj Group.
 - c) Asian Hotels.
 - d) Leela Group.
17. Name of the hotel which are located near a airport :
- a) Transient hotel.
 - b) Residential hotel.
 - c) Luxurious hotel.
 - d) None of these.
18. Which of the statements below best describes a preventative security solution ?
- a) Using electronic recordable key entry to guest rooms.
 - b) Installing cameras on cashiers and cash drawers as well as exterior doors.
 - c) Bolt televisions and artwork securely to furniture or walls.
 - d) All are appropriate preventative solution.
19. A guest who comes to hotel without prior Reservation for a guest room is called :
- a) Company guest.
 - b) In house guest.
 - c) Walk in.
 - d) Walking.
20. 'OPERA' is a :
- a) Travel company.
 - b) Software used for reservation of hotel rooms.
 - c) Airline charter company
 - d) Franchise hotel chain.
21. IATA stands for :
- a) Indian air transport association.
 - b) International air transport association.
 - c) International air traffic association.
 - d) Indian air traffic association.

Turn over

22. The concept of Capsule hotel was originated in which country :
- a) Zambia.
 - b) India.
 - c) Japan.
 - d) Bolivia.
23. _____ is a unique tourism product organised in the state of Rajasthan.
- a) Kumbh mela.
 - b) Mahamagham.
 - c) Pushkar Mela.
 - d) Odissa handicraft Festival.
24. Who is generally in charge in a hotel kitchen ?
- a) Garde manager.
 - b) Chef tournant.
 - c) Executive chef.
 - d) Sous chef.
25. Which of the following is a way in which Marketing affects menu planning in a restaurant ?
- a) Demographics (gender, income, age, family status, ethnicity) of the guests.
 - b) Purpose of the guest's visit (guest's wants and needs).
 - c) None are correct.
 - d) Both a) and b) are correct.
26. Which of the following section is mainly responsible for luggage handling of the guests ?
- a) Security.
 - b) Banquet.
 - c) Bell desk.
 - d) Accounts.
27. A density chart is used in hotels for :
- a) Controlling hotels staff.
 - b) Referring the availability of hotel rooms of particular type.
 - c) Verifying the usage of hotel linen.
 - d) Controlling the hotel facilities.
28. FRRO stands for :
- a) Foreign Regional Registration Office.
 - b) Foreigners Residing Registration Officer.
 - c) Foreign exchange Region registration Office.
 - d) None of the above.

29. Which among the following is not a dry cooking method ?
- a) Broiling.
 - b) Poaching.
 - c) Baking.
 - d) Roasting.
30. Modified American plan includes :
- a) Two meals of the day + Room rent.
 - b) One meal of the day + Room rent.
 - c) Breakfast + Room rent.
 - d) None of these.
31. Which of the following is the role of a travel agency ?
- a) Travel agents also provide destinations transfer services to the clients as per the tour itinerary.
 - b) It acts as a local agent to confirm and reconfirm the services reserved by the tour Wholesaler.
 - c) It negotiates the terms and conditions for commission with principal suppliers.
 - d) All of the above.
32. A room with a balcony which generally overlooks a garden, waterfall or any other such element of scenic beauty :
- a) Lanai.
 - b) Suite.
 - c) Cabana.
 - d) Pent house.
33. GDS means :
- a) Global Distribution System.
 - b) Green Distribution System.
 - c) Global Development System.
 - d) Green Deposit System.
34. Which of the following is not a front office module of the typical property management system ?
- a) Room management.
 - b) Food and beverage management.
 - c) Reservation management.
 - d) Guest accounting management.
35. Hotels with more than 1000 rooms are known as :
- a) Mega hotel
 - b) Large hotel.
 - c) Small hotel.
 - d) Medium hotel.

Turn over

36. What are Rotels ?
- a) Hotel on train.
 - b) Hotel on air.
 - c) Hotel on water.
 - d) Hotel on land.
37. A hotel which is located in the centre of the city or within a short distance from business centre, shopping areas, theatres, public offices etc. is :
- a) Down town hotel.
 - b) Sub urban hotel.
 - c) Motel.
 - d) Resort hotel.
38. Which of the following menu provides a choice of items ?
- a) Alacarte.
 - b) Table d hote.
 - c) Counter service.
 - d) None of these.
39. Which one of the following is not a public area in a hotel ?
- a) Swimming pool.
 - b) Coffee shop.
 - c) Guest rooms.
 - d) Lobby.
40. Which organisation in India awards star ratings to hotels ?
- a) HRACC.
 - b) FHRAI.
 - c) IHM.
 - d) FICCI.
41. Who takes care of complaint handling ?
- a) Travel desk.
 - b) Receptionist.
 - c) GRE.
 - d) Both b) & c).
42. _____ means any building equipped, used to the public as a place where sleeping accommodations are rented to temporary or transient guests.
- a) Hospital.
 - b) Wash Room.
 - c) Hotel.
 - d) None of the above.
43. Rooms at different levels or floors and both being connected by stairs is known as :
- a) Lanai.
 - b) Suite.
 - c) Cabana.
 - d) Duplex.

44. Hotelier means :
- a) Worker of the house keeping department.
 - b) Owner of the restaurant.
 - c) Manager of the front office.
 - d) A manager or owner of a hotel.
45. The famous church Basilica of Bom Jesus is located in :
- a) Kerala.
 - b) Pondicherry.
 - c) Nagaland.
 - d) Goa.
46. Which state has the maximum number of heritage hotels in India ?
- a) Rajasthan.
 - b) Uttar Pradesh.
 - c) Maharashtra.
 - d) Karnataka.
47. Lodging properties are a segment within the industry :
- a) Tourism.
 - b) Hospital.
 - c) Hospitality.
 - d) All the above.
48. _____ is responsible for shifting of baggage of guests, within and out of the room.
- a) Doorman.
 - b) Bell Captain.
 - c) Lobby Manager.
 - d) Bellboy.
49. The division of biosphere which contains minerals, coals etc. is called :
- (a) Lithosphere.
 - (b) Atmosphere.
 - (c) Hydrosphere.
 - (d) Troposphere.
50. The first five star hotel in India is :
- a) Taj Mahal Palace hotel - Mumbai.
 - b) Hotel Ashoka - New Delhi.
 - c) Hotel Oberoi - New Delhi
 - d) Hotel Chola Sheraon - Chennai.

51. Dhokla is a savory snack that originates from which State ?
- (a) Rajasthan. (b) Delhi.
(c) Tamil Nadu. (d) Gujarat.
52. Which one of the following Organizations is operating youth hostels around the world ?
- a) CARE. b) UNESCO.
c) YMCA. d) UNHCR.
53. The theme of World Tourism Day 2021 is :
- a) Tourism for Inclusive Growth.
b) Tourism and Rural Development.
c) Tourism and Jobs: a better future for all.
d) None of the above.
54. Identify the hierarchical sequence :
- a) Chef de cuisine , Sous chef, Chef de partie.
b) Chef de partie, Chef de cuisine , Sous chef.
c) Sous chef, Chef de partie, Chef de cuisine.
d) Chef de partie, Sous chef, Chef de cuisine.
55. A group of hotels that are owned or managed by one company is called
- a) Franchise Hotels. b) Freeway Hotels.
c) Referral chain Hotels. d) Chain Hotels.
56. Thenmala is an _____ tourism destination in Kerala.
- a) Sports. b) Eco.
c) Cultural. d) Agri.
57. Pensions are found in
- a) UK and France. b) Europe and USA.
c) India and Europe. d) None of these.
58. The standard cocktail glass is often referred to as :
- a) Flute. b) Martini.
c) Hurricane. d) Old fashioned.

59. Customers who want to stay for a longer period prefer :
- a) Commercial Hotels.
 - b) Resort Hotel.
 - c) Residential Hotels.
 - d) Motels.
60. Which of the following are Ecotels in India ?
- a) The Rain Tree.
 - b) The Fern, Jaipur.
 - c) Rodas, Mumbai.
 - d) All the above.
61. Itinerary is also known as :
- a) Tour Plan.
 - b) Tour Product.
 - c) Travel Facilities.
 - d) Tour services.
62. The size of the bed in king room is :
- a) 60" × 80".
 - b) 80" × 72".
 - c) 45" × 60".
 - d) 60" × 60".
63. Who is responsible for guest laundry service ?
- a) Laundry Manager.
 - b) Laundry Valet.
 - c) Floor Supervisor.
 - d) Concierge.
64. A food service operation of a limited menu and self-service is :
- a) Buffet.
 - b) Bar.
 - c) Pantry.
 - d) Grill room.
65. _____ attendant is responsible to check, clean and restock all public area restrooms.
- a) Cloakroom.
 - b) Bell.
 - c) Front office.
 - d) Room.
66. Who is the head of the housekeeping department ?
- a) Chef De Cuisine.
 - b) Executive Housekeeper.
 - c) Engineer.
 - d) None of these.
67. _____ are mainly located in countryside, especially in forests.
- a) Green Hotels.
 - b) Capsule Hotel.
 - c) Ice Hotel.
 - d) Tree House.

Turn over

68. Where is hotel Ashok located in New Delhi ?

- a) New Friends Colony.
- b) Chanakya puri.
- c) Sunder Nagar.
- d) JorBagh.

69. A _____ room has four separate single beds and can accommodate four persons together in the same room.

- a) Twin.
- b) Quad.
- c) King.
- d) Queen.

70. It is the responsibility of this department to maintain cleanliness in the kitchen and to wash the pots and pans used :

- a) Kitchen Stewarding.
- b) Kitchen.
- c) Restaurant.
- d) Laundry.

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FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021**(CBCSS—UG)****BTHM****BTH 5B 14—EVENT MANAGEMENT****(2019 Admissions)****Time : Two Hours****Maximum : 60 Marks****Section A***Answer at least **eight** questions.**Each question carries 2 marks.**All questions can be attended.**Overall Ceiling 16.*

1. What is Staging ?
2. Who is an event co-ordinator ?
3. What is Backdrop ?
4. Write down the concept of Sporting event ?
5. What is Travel Desk ?
6. What is Teleconferencing ?
7. What do you mean by event decoration ?
8. What is the importance of venue in event management ?
9. Who are spectators ?
10. What are leisure events ?
11. What is WTM event ?
12. What is Event evaluation ?

(8 × 2 = 16 marks)**Turn over**

Section B

*Answer at least **four** questions.*

Each question carries 6 marks.

All questions can be attended.

Overall Ceiling 24.

13. Explain the different types of events.
14. Discuss the role of advertisement in event marketing.
15. Explain the steps involved in designing the material for display in an exhibition.
16. State the importance of communication in event management.
17. Describe the various activities of back stage management.
18. How to organize a sports tournament ? Explain.

(4 × 6 = 24 marks)

Section C

*Answer any **two** questions.*

Each question carries 10 marks.

19. 'Stage decoration plays a vital role in event management' —Evaluate the statement.
20. Illustrate the crucial role of show manager in planning a successful Tourism Fair.
21. Health, safety and water are high priority areas in event organization—Illustrate.
22. Discuss the relevance of trade fairs and travel marts in tourism promotion.

(2 × 10 = 20 marks)

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CUCBCSS—UG)

Hotel Management and Catering Science and Hotel Management and Culinary Arts

BCH 5B 08—COMPREHENSIVE SELF STUDY

(2017 Admissions)

Time : Three Hours

Maximum : 100 Marks

*Answer all questions.
Each question carries 1 mark.*

1. Small crack stage of sugar is formed at _____ °C
 - (a) 140.
 - (b) 153.
 - (c) 121.
 - (d) 119.
2. Method of mechanical leavening is :
 - (a) Folding.
 - (b) Rolling.
 - (c) Beating.
 - (d) None of these.
3. Braising is a combination of :
 - (a) Boiling and roasting.
 - (b) Roasting and steaming.
 - (c) Roasting and stewing.
 - (d) Stewing and grilling.
4. French term for “rare done” is :
 - (a) Au bleu.
 - (b) A point.
 - (c) Biencuit.
 - (d) Saignant.
5. Take out the odd one :
 - (a) Puree.
 - (b) Consommé.
 - (c) Chowder.
 - (d) Bisque.
6. A fricassee is a :
 - (a) Braise.
 - (b) Pot roast.
 - (c) Stew.
 - (d) Roast.

Turn over

7. Re-chauffe means :

- (a) Re heat.
- (b) Re use.
- (c) Retrieve.
- (d) Re make.

8. Blinis means :

- (a) Pancake.
- (b) Caviar.
- (c) Strainer.
- (d) Oyster.

9. Brioche is from :

- (a) Italy.
- (b) France.
- (c) Germany.
- (d) Australia.

10. Fukien is a cooking style from :

- (a) China.
- (b) French.
- (c) German.
- (d) India.

11. Miniature cream puff prepared with chou paste is :

- (a) Croutons.
- (b) Croutes.
- (c) Profiteroles.
- (d) Beignet.

12. Veal is the term given to the animal not more than :

- (a) 1 year old.
- (b) 3 months.
- (c) 6 months.
- (d) 11/2year.

13. The document used by departments to issue items from store :

- (a) Purchase Requisition.
- (b) Purchase order.
- (c) Inter Departmental Transfer.
- (d) Indent.

14. Color gas cylinder is associated with :

- (a) Gueridon trolley.
- (b) Industrial kitchen.
- (c) Soft drink.
- (d) Beer making.

15. Another term for 'Serviette' is :

- (a) Hand towel.
- (b) Napkin.
- (c) Waiter's cloth.
- (d) Slip cloth.

16. EPNS stand for :

- (a) Expanded Pole Network System.
- (b) Extended Personal Night Service.
- (c) Electro plated Neon Surface.
- (d) Electro plated Nickel silver.

17. Vodka is famous in :

- (a) Russia.
- (b) England.
- (c) France.
- (d) Mexico.

18. 'Maitre d' hotel' is :

- (a) Station waiter.
- (b) Head waiter.
- (c) Floor waiter.
- (d) Lounge waiter.

19. Size (Diameter) of Fish plate is :

- (a) 20 cm.
- (b) 18 cm.
- (c) 25 cm.
- (d) 15 cm.

20. 'Janneau' is a brand name of :

- (a) Vodka.
- (b) Champagne.
- (c) Armagnac.
- (d) Cognac.

21. Crumb fried fish is :

- (a) Meniere.
- (b) Colbert.
- (c) Binder.
- (d) Filler.

22. Which is not a part of cigar ?

- (a) Filter.
- (b) Wrapper.
- (c) Binder.
- (d) Filler.

Turn over

23. Stilton is a :
- (a) Fresh cheese.
 - (b) Semi hard cheese.
 - (c) Soft cheese.
 - (d) Blue cheese.
24. The person who control hot plate during service :
- (a) Chef de rang.
 - (b) Aboyeur.
 - (c) Commis de rang.
 - (d) Maître de hotel.
25. 'Solera system' is the wine preparation following in :
- (a) Portugal.
 - (b) France.
 - (c) Australia.
 - (d) Spain.
26. Which type of wine do you suggest with egg dishes ?
- (a) Dry white wines.
 - (b) Dry red wines.
 - (c) Sparkling wines.
 - (d) None of the above.
27. A guest who made a reservation is :
- (a) Expected guest.
 - (b) In house guest.
 - (c) Checked out guest.
 - (d) VIP guest.
28. IATO stands for :
- (a) International association of tour operators.
 - (b) Indian association of travel organizes.
 - (c) Indian association of tour operators.
 - (d) Indian agency of tour operators.
29. Down town hotel comes under which type of hotel classification :
- (a) Classification based on length of stay.
 - (b) Classification based on star system.
 - (c) Classification based on location.
 - (d) Classification based on size.

30. Type of room which open to a scenic beauty is :
- (a) Pent house. (b) Lanai.
(c) Duplex. (d) Cabana.
31. Which one is correct as far as type of reservation is concerned ?
- (a) Travel agents. (b) Tour operator.
(c) E-mail. (d) Tentative.
32. Paging is the responsibility of :
- (a) Information. (b) Reception.
(c) Housekeeping. (d) Bell desk.
33. Who has to supervise the turn down service ?
- (a) Uniform Room Supervisor. (b) Linen Room Supervisor.
(c) Public area supervisor. (d) Floor Supervisor.
34. GRE stands for :
- (a) Guest reservation extension. (b) Guest registration executive.
(c) Guest reservation executive. (d) Guest relation executive.
35. Black Velvet Reserve is a brand of :
- (a) Canadian Whisky. (b) Bourbon Whisky.
(c) Irish Whisky. (d) Scotch Whisky.
36. Gum can be removed by :
- (a) Glycerin. (b) Methylated spirit.
(c) Starch paste. (d) Acetic Acid.
37. Fumigation is an effective method to eradicate :
- (a) Beetles. (b) Silver fish.
(c) Bed bugs. (d) Moth.

Turn over

38. Pick the odd one :
- (a) Serviette. (b) Bath towel.
(c) Baize cloth. (d) Slip cloth.
39. Which one is an internal source of labour ?
- (a) Employment Bureau. (b) Industry employees.
(c) Transfer. (d) Recommendations.
40. The protein present in wheat is :
- (a) Albumen. (b) Gluten.
(c) Collagen. (d) Globulin.
41. Caviar is obtained from :
- (a) Skate. (b) Sturgeon.
(c) Salmon. (d) Hake.
42. Which type of wine do you suggest with dessert ?
- (a) Dry white wines. (b) Dry red wines.
(c) Sparkling wines. (d) Rose wines.
43. Which one belongs to elements of design ?
- (a) Emphasis. (b) Balance.
(c) Texture. (d) Harmony.
44. Contouring is the other term used for :
- (a) Mitering. (b) Dusting.
(c) Buffing. (d) Polishing.
45. Which of the following Diversey's Taski product is used for Glass cleaning ?
- (a) R4. (b) R2.
(c) R1. (d) R3.

46. The other name for Night spread is :
- (a) Snooze sheet. (b) Duvet.
(c) Blanket. (d) Bed spread.
47. The Acronym MSDS stands for :
- (a) Mass segregate determining system.
(b) Management system and diagnostic software.
(c) Material safety data sheet.
(d) Management system for developing standards.
(e) None of the above.
48. _____ is a bed that is hinged at one end to store vertically against the wall, or inside of a closet or cabinet.
- (a) Day Bed. (b) King Size Bed.
(c) Murphy Bed. (d) Zed Bed.
49. English term for Pate de fois gras :
- (a) Goose Liver. (b) Chicken Liver.
(c) Terrine. (d) Galantine.
50. The most popular leafy vegetable used in making salad :
- (a) Cabbage. (b) Parsley.
(c) Lettuce. (d) Bok Cho.
51. Which of the following is the universal seasoning ?
- (a) Mustard. (b) Cinnamon powder.
(c) Chili Powder. (d) Pepper powder.
52. What is the ratio of oil and vinegar in American dressing ?
- (a) 2 : 1. (b) 1 : 1.
(c) 1 : 2. (d) 3 : 1.

Turn over

53. The place in kitchen where cold dishes are prepared :
- (a) Pantry. (b) Main Kitchen.
(c) Butchery. (d) Garde Manger.
54. Thin slices of bread are used with any fillings cut into triangles and crust removed :
- (a) Buffet Sandwich. (b) French Sandwich.
(c) Tea Sandwich. (d) Club.
55. Wainscoting is a type of :
- (a) Wall finish. (b) Paint.
(c) Soft furnishing. (d) Floor finish.
56. Which of the following is the Classical garnish for Fish ?
- (a) Mirabeau. (b) Dieppoise.
(c) Financiere. (d) Reforme.
57. Which of the following Cheese is used as Pizza topping ?
- (a) Gruyere. (b) Cheddar.
(c) Cream. (d) Mozzarella.
(e) Parmesan.
58. Which of the following is known as the nerve center of housekeeping department ?
- (a) Control Desk. (b) Floor pantry.
(c) Linen room. (d) Laundry.
59. The order (sequence) of service refers to :
- (a) Writing up the food order docket.
(b) The preparation of the restaurant before service.
(c) The process to follow to prepare plunger coffee.
(d) The order of tasks to complete when serving guests.
60. When guests first arrive at a restaurant the waiter is required to :
- (a) Explain the style of service. (b) Collect their coats and jackets.
(c) Acknowledge the guests. (d) Show the guests to their table.

61. HACCP is related to :

- (a) Hygiene.
- (b) Billing.
- (c) Costing.
- (d) MIS.

62. Tequila is made from :

- (a) Barley.
- (b) Rye.
- (c) Corn.
- (d) None.

63. Which of the following glasses has a stem ?

- (a) Highball.
- (b) Old fashioned.
- (c) Balloon.
- (d) Tumbler.

64. Identifying smaller groups within a target market and developing products and services to satisfy these groups is called :

- (a) Franchising.
- (b) Market segmentation.
- (c) Demand marketing.
- (d) Supply marketing.

65. The level of service quality in hotels is determined by :

- (a) Independent rating services.
- (b) Increasing service variability.
- (c) Consistent service delivery.
- (d) The variety of amenities offered.

66. Which of the following areas of a hotel is a support center ?

- (a) Hotel operated gift shop.
- (b) Food and beverage department.
- (c) Housekeeping department.
- (d) Front office department.

Turn over

67. Which of the following is a primary front office concern during the occupancy stage of the guest cycle ?
- (a) Security.
 - (b) Account settlement.
 - (c) Room assignment.
 - (d) Maintaining the guest history record.
68. Which of the following departments employs the largest staff in the rooms division?
- (a) The front office.
 - (b) Reservations.
 - (c) Uniformed services.
 - (d) Housekeeping.
69. Yield management originated in _____ industry.
- (a) Airlines.
 - (b) Cruise lines.
 - (c) Railways.
 - (d) Hotels.
70. PMS interfaces includes _____.
- (a) Point of sale.
 - (b) Call accounting system.
 - (c) Electronic locking system.
 - (d) All.
71. Where are motels located ?
- (a) At sea port.
 - (b) At airport.
 - (c) Along highways.
 - (d) At exotic locations.
72. A room having separate living and bed is known as _____.
- (a) Double room.
 - (b) Suite.
 - (c) Twin room.
 - (d) Hollywood twin room.
73. Hotels can be classified on the basis of _____.
- (a) Location.
 - (b) Size.
 - (c) Level of service.
 - (d) All of the above.

74. The group market segment includes _____.
- (a) Group. (b) Tour operators.
(c) Travel agencies. (d) All.
75. The physical evidence for a hotel guest will be _____.
- (a) Hotel brochure. (b) Air ticket.
(c) Rail pass. (d) Theatre tickets.
76. French term SAIGNANT means _____.
- (a) Just done. (b) Under done.
(c) Rare done. (d) Well cooked.
77. Cut from the head part of the fillet is _____.
- (a) Fillet steak. (b) Tournedos.
(c) Chateaubriand. (d) Fillet mignon.
78. Horse radish sauce is serve with _____.
- (a) Roast beef. (b) Roast lamb.
(c) Roast pork. (d) Boiled beef.
79. Antipasto is a traditional firs course of _____.
- (a) Italian meal. (b) German meal.
(c) French meal. (d) Spanish meal.
80. Which is not a napkin folding _____ ?
- (a) Cardinal hat. (b) Fan.
(c) Candle. (d) Sloth.
81. 'Chef de salle' means _____.
- (a) Lounge waiter. (b) Floor waiter.
(c) Salad cook. (d) Wine waiter.

82. Diameter of a quarter plate ———.
- (a) 15 cm. (b) 18 cm.
(c) 12 cm. (d) 20 cm.
83. Tequila is famous in ———.
- (a) Germany. (b) France.
(c) Mexico. (d) Italy.
84. Which is known as 'champagne of Teas' ?
- (a) Earl grey Tea. (b) Jasmine Tea.
(c) Tisanes. (d) Darjeeling Tea.
85. Tia Maria is ——— flavored liqueur.
- (a) Coffee. (b) Almond.
(c) Orange. (d) Grape.
86. Rate printed on a tariff is ———.
- (a) Room rate. (b) Family rate.
(c) Rack rate. (d) Commercial rate.
87. Earliest lodging places are called ———.
- (a) Rotels. (b) Inns.
(c) Motels. (d) Flotels.
88. 'House count' means :
- (a) Number of rooms. (b) Number of occupied rooms.
(c) Number of guest staying. (d) None of these.
89. P. B. X. is a ———.
- (a) Billing system. (b) Reservation system.
(c) Cash register. (d) Telephone system.
90. A vacant room appears to be occupied due to the negligence of front desk is :
- (a) Sleep out. (b) Slide.
(c) Sleeper. (d) Skipper.

99. The main use of a waiter's cloth is for :

- (a) Wiping customer's fingers after eating snails.
- (b) Polishing plates and glasses when laying them on the table.
- (c) Covering stains on the tablecloth.
- (d) Wiping spilt food from the carpet.

100. A Chateaubriand is a :

- (a) Porterhouse steak.
- (b) Thick rump steak.
- (c) Thick salmon steak.
- (d) cut fillet of tenderloin.

(100 × 1 = 100 marks)

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7. A fricassee is a :
- a) Braise.
 - b) Pot roast.
 - c) Stew.
 - d) Roast.
8. Blinis means :
- a) Pancake.
 - b) Caviar.
 - c) Strainer.
 - d) Oyster.
9. Which one is a Dutch cheese ?
- a) Cemembert.
 - b) Roquefort.
 - c) Edam.
 - d) Gruyere.
10. Deboned meat, minced and stuffed is :
- a) Galantine.
 - b) Supreme.
 - c) Winglet.
 - d) Ballotine.
11. A milk treatment which prevent the separation of fat from the rest of the milk :
- a) Pasteurization.
 - b) Homogenization.
 - c) Ultra-heat Treatment.
 - d) None.
12. Miniature cream puff prepared with chou paste is :
- a) Croutons.
 - b) Croutes.
 - c) Profiteroles.
 - d) Beignet.
13. Florentine means :
- a) Cauliflower.
 - b) Brocoli.
 - c) Spinach.
 - d) Onion.
14. Black Velvet Reserve is a brand of :
- a) Canadian Whisky.
 - b) Bourbon Whisky.
 - c) Irish Whisky.
 - d) Scotch Whisky.
15. Color gas cylinder is associated with :
- a) Gueridon trolley.
 - b) Industrial kitchen.
 - c) Soft drink.
 - d) Beer making.

16. Which is more appropriate for the 'under bar' ?
- a) Storing area.
 - b) Preparation area.
 - c) Both (a) and (b).
 - d) None of these.
17. 'Janneau' is a brand name of :
- a) Vodka.
 - b) Champagne.
 - c) Armagnac.
 - d) Cognac.
18. Cover for cheese service :
- a) Side plate and cheese knife.
 - b) Side plate, fork and cheese knife.
 - c) Side plate, Knife and fork.
 - d) Full plate and cheese knife.
19. Crumb fried fish is :
- a) Meuniere.
 - b) Colbert.
 - c) Binder.
 - d) Filler.
20. Which is not a part of cigar ?
- a) Filter.
 - b) Wrapper.
 - c) Binder.
 - d) Filler.
21. Darjeeling tea has a light flavor of :
- a) Peach.
 - b) Grape.
 - c) Lemon.
 - d) Apricot.
22. Tuberg is from :
- a) Denmark.
 - b) Holland.
 - c) Mexico.
 - d) Sweden.
23. The person who control hot plate during service :
- a) Chef de rang.
 - b) Aboyeur.
 - c) Commis de rang.
 - d) Maître de hotel.
24. 'Solara system' is the wine preparation following in :
- a) Portugal.
 - b) France.
 - c) Australia.
 - d) Spain.

Turn over

25. The flavor of grand Marnier is :

- a) Apricot.
- b) Orange.
- c) Chocolate.
- d) Grape.

26. Which one is not a mineral water ?

- a) Aquafina.
- b) Perrier.
- c) Vichy.
- d) Volvic.

27. A guest who made a reservation is :

- a) Expected guest.
- b) In house guest.
- c) Checked out guest.
- d) VIP guest.

28. Example for a social need of human being is :

- a) Food.
- b) Friendship.
- c) Self-pride.
- d) Shelter.

29. Bermuda plan means :

- a) Room rent + two meals.
- b) Room rent + American breakfast.
- c) Room rent + one meal.
- d) Room rent only.

30. The term 'blanket reservation' means :

- a) Block of room held for particular group with individual members requesting assignments from that block.
- b) A room reserved by a group.
- c) Hotels blocking a bulk quantity.
- d) A room reservation which is tentative.

31. A vacant room appears to be occupied due to the negligence of frontdesk is :

- a) Sleep out.
- b) Slide.
- c) Sleeper.
- d) Skipper.

32. Which one is a fully automatic system of reservation ?

- a) Cardex.
- b) Whitney.
- c) Centralized reservation system.
- d) All of these.

33. Registering a guest even before his arrival is termed as :
- a) Pre-arrival.
 - b) Pre-registration.
 - c) Registration.
 - d) Reservation.
34. Paging is the responsibility of :
- a) Information.
 - b) Reception.
 - c) Housekeeping.
 - d) Bell desk.
35. A property which provides full ownership of in it is called :
- a) Bed and breakfast.
 - b) Time share.
 - c) Condominiums.
 - d) All the three.
36. The ratio of number of rooms sold to the number of rooms available for sale is :
- a) Average Room Revenue.
 - b) Multiple occupancy percentage.
 - c) Room occupancy percentage.
 - d) Average Revenue per guest.
37. OPL means :
- a) Open Premises Laundry.
 - b) Off premises Laundry.
 - c) On Premises Laundry.
 - d) Only personel Laundry.
38. _____ is the basic unit from which any fabric is made.
- a) Textile.
 - b) Weft.
 - c) Pewter.
 - d) All of these.
39. Grave yard shift is :
- a) Night shift.
 - b) Morning shift.
 - c) Day shift.
 - d) Evening shift.
40. Which is a synthetic type detergent ?
- a) Solvent based detergent.
 - b) Biological detergent.
 - c) Sanitizers.
 - d) All of these.
41. Size of double sheet :
- a) 80 × 117 inches.
 - b) 90 × 108 inches.
 - c) 108 × 177 inches.
 - d) 117 × 126 inches.

Turn over

42. 'Dutch wife' is :
- a) Wet mop.
 - b) Cleaning Kit.
 - c) Type of body pillow.
 - d) Sewing kit.
43. Which of the following is a manual cleaning equipment ?
- a) Scrubber.
 - b) Brush.
 - c) Broom.
 - d) All of these.
44. Large presses meant primarily for bed sheets, table clothes, etc :
- a) Steam press.
 - b) Sleeve press.
 - c) Calendars.
 - d) Steam cabinet.
45. Gum can be removed by :
- a) Glycerin.
 - b) Methylated spirit.
 - c) Starch paste.
 - d) Acetic Acid.
46. What is a silverfish ?
- a) Type of Fabric.
 - b) Insect .
 - c) Fish used in FengShui.
 - d) Chemical.
47. The Acronym MSDS stands for :
- a) Management system and diagnostic software.
 - b) Material safety data sheet.
 - c) Management system for developing standards.
 - d) None of the above.
48. _____ is a bed that is hinged at one end to store vertically against the wall, or inside of a closet or cabinet.
- a) Day Bed.
 - b) King Size Bed.
 - c) Murphy Bed .
 - d) Zed Bed.
49. Time required to clean a standard room is :
- a) 15 minutes.
 - b) 28 minutes.
 - c) 55 minutes .
 - d) 10 minutes.

50. Dado is a part of :
- a) Wall.
 - b) Ceiling.
 - c) Floor.
 - d) Door.
51. Which of the following does not denote a room status :
- a) DNCO.
 - b) SL.
 - c) DL.
 - d) SPS.
52. Wainscoting is a type of :
- a) Wall finish.
 - b) Paint.
 - c) Soft furnishing.
 - d) Floorfinish.
53. The best temperature for carving Ice :
- a) 0°C.
 - b) - 1°C.
 - c) 1°C.
 - d) - 2°C.
54. The place in kitchen where cold dishes are prepared :
- a) Pantry.
 - b) Main Kitchen.
 - c) Butchery.
 - d) Garde Manger.
55. A small holes are made in pastry to avoid distorting the pastry :
- a) Folding.
 - b) Rubbing.
 - c) Creaming.
 - d) Docking.
56. A palette knife is used to :
- a) Carve.
 - b) Scoop.
 - c) Peel.
 - d) Lift.
57. Which of the following cereals has about 80 % of starch ?
- a) Wheat.
 - b) Rice.
 - c) Corn.
 - d) Barley.
58. At which stage of food service should pre-dinner drink glasses beremoved ?
- a) After the bread has been eaten.
 - b) Just before the main course is served.
 - c) After wine has been ordered, for the table.
 - d) When the drink is finished.

Turn over

59. Food waiters should be familiar with the range of common allergens associated with life-threatening food allergies. Which of the food products listed is considered a high allergy risk ?
- a) Pork.
 - b) Eggs.
 - c) Tomatoes.
 - d) Hot chillies.
60. In a large kitchen, food items can be collected from a range of areas depending on the selected menu item. Items collected from the larder section are typically :
- a) Salads.
 - b) Pasta dishes.
 - c) Hot main course items.
 - d) Extra plates and service gear.
61. What are the special dietary requirements of a vegan ?
- a) Is vegetarian but also eats fish.
 - b) Only eats organic and biodynamic food.
 - c) Must strictly avoid any foods containing gluten.
 - d) Is vegetarian and avoids all animal products.
62. ADR stands for :
- a) Average daily rate.
 - b) All day rate.
 - c) Actual daily rate.
 - d) Average dormitory rate.
63. The group market segment includes _____.
- a) Group.
 - b) Tour operators .
 - c) Travel agencies.
 - d) All.
64. The P's of marketing are _____.
- a) Product.
 - b) Price.
 - c) Promotion.
 - d) All.
65. MILK sugar is _____.
- a) Glucose.
 - b) Fructose.
 - c) Lactose.
 - d) Sucrose.
66. Cut from the head part of the fillet is _____.
- a) Fillet steak.
 - b) Tournedos.
 - c) Chateaubriand.
 - d) Fillet mignon.

75. The person in charge of room service in a hotel is called a :
- (a) Demi-chef de rang.
 - (b) Chef d'étages.
 - (c) Chef de rang.
 - (d) Station head waiter.
76. If wine is spilt on the table cloth a waiter should :
- a) Clear the table of everything and sponge the stain with milk.
 - b) Cover the soiled area with a clean table napkin by unrolling it over the spillage.
 - c) Ask the customers to wait in the lounge while he fetches a clean cloth.
 - d) Take the plates of food to the sideboard and change the cloth.
77. A customer who orders Coeur de Filet would expect it to be :
- a) Braised lambs heart.
 - b) Stewed ox-tail.
 - c) Fried calf's liver.
 - d) Fillet of beef.
78. Canard à la Presse is :
- a) Roast wild duck finished by the waiter.
 - b) Pot-roasted Aylesbury duckling with herbs.
 - c) Duck liver pate flavoured with Armagnac.
 - d) Conserve of duck and goose with calvados.
79. State which of the following selections represents the ideal cheeseboard :
- a) Cheddar, Camembert, Stilton, demi-sel, Wensleydale.
 - b) Gruyere, Emmenthal, Parmesan, bel paese.
 - c) Edam, Gouda, processed, quark, mozzarella.
 - d) Gorgonzola, Stilton, Rocquefort, Mycella, danablu.
80. The main accompaniments for caviar are :
- a) Ratafia biscuits, quarters of lemon, grated Parmesan.
 - b) Fingers of hot toast, melted butter, quarter of lemon.
 - c) Brown bread and butter, oriental salt.
 - d) Melba toast, mayonnaise, French mustard.

81. A humidor is a box in which :

- a) A hydrometer for measuring density of liquids is kept.
- b) All the gratuities given by customers are pooled.
- c) Waiter's checks are placed whilst waiting for the food.
- d) Cigars are kept in perfect condition.

82. The abbreviation 'B and B' means :

- a) A bartender's beaker.
- b) Benedictine liqueur and brandy.
- c) A barbecue for spit-roasting foods outdoors.
- d) Babycham and Bacardi.

83. Which well-known cocktail is made of vodka and tomato juice ?

- a) Bloody Mary.
- b) Harvey Wallbanger.
- c) Manhattan.
- d) White Lady.

84. Which of the following is the best source of Vitamin C in the daily diet ?

- a) Baked beans on toast.
- b) New potatoes sprinkled, with parsley.
- c) Oatmeal porridge with gold syrup.
- d) Hot beef essence such as Bovril.

85. A rognonnade is a :

- a) Loin of veal cooked with the kidney in it.
- b) Hard roe of the sturgeon.
- c) Stew of lamb kidney, chipolata and mushrooms.
- d) Mixture of cockscombs and kidneys.

Turn over

86. The definition of amontillado sherry is :
- a) Rather fragrant and slightly sweet.
 - b) Mellow but medium-dry and nutty.
 - c) Very dry and crisp.
 - d) Darkish coloured and medium sweet.
87. From which of the following areas does Nuits Saint-Georges come :
- a) The Cotes du Rhone.
 - b) The Cote d'Or of France.
 - c) The Rioja of Spain.
 - d) The Mc5doc region of Bordeaux.
88. Floor pantry stores _____.
- a) All cleaning agents, equipment, and guest supplies.
 - b) Newspapers and magazines
 - c) Staff uniforms.
 - d) None of the above.
89. Chamber maids cart is also known as _____.
- a) Linen trolley.
 - b) Janitor's trolley.
 - c) Room attendants trolley.
 - d) Gueridon trolley.
90. Turndown service is also known as _____.
- a) Evening service.
 - b) Second service.
 - c) Morning service.
 - d) Late service.
91. _____ was the first hotel started by an Indian for Indians.
- a) The Oberoi Udaivilas, Udaipur.
 - b) Taj Mahal Palace, Mumbai.
 - c) The Taj West End, Bangalore.
 - d) The Oberoi Grand, New Delhi.
92. _____ is a hotel located mostly on highways, with parking facility.
- a) B and B.
 - b) Motels.
 - c) Condominiums.
 - d) Resorts.

101. Growth of modern hotel industry started in USA with opening of in New York in 1794 A.D. :
- a) City Plaza.
 - b) Warwick Hotel.
 - c) City hotel.
 - d) The InterContinental hotel.
102. Which of the following are part of uniformed services in a hotel :
- a) Bell attendants.
 - b) Door attendants.
 - c) Valet parking attendants.
 - d) All of the above.
103. Sarais and Dharmashala's are examples of _____ accommodation.
- a) Supplementary.
 - b) Luxury.
 - c) Primary.
 - d) Subtractive.
104. Caviar is obtained from :
- a) Skate.
 - b) Sturgeon.
 - c) Salmon.
 - d) Hake.
105. Braising is a combination of :
- a) Boiling and roasting.
 - b) Roasting and steaming.
 - c) Roasting and stewing.
 - d) Stewing and grilling.
106. A fruit based salad is :
- a) Coieslaw.
 - b) Russian.
 - c) Waldorf.
 - d) Nicoise.
107. What is court bouillon ?
- a) Egg white.
 - b) Salt solution.
 - c) Corn starch.
 - d) Aromatic liquid.
108. Espresso is a coffee from :
- a) Ireland.
 - b) Turkey.
 - c) Tempura.
 - d) Scotland.
109. Executive housekeeper reports to :
- a) Front Office Manager.
 - b) Director.
 - c) Resident Manager.
 - d) Executive ENGINEER.

110. Temporary hardness of water is due to the presence of :
- a) Calcium chloride.
 - b) Calcium bicarbonate.
 - c) Magnesium Sulphate.
 - d) Calcium Oxalate .
111. pH value of acid is :
- a) Below 7.
 - b) Above 7.
 - c) 7.
 - d) 8.
112. Fumigation is an effective method to eradicate :
- a) Beetles.
 - b) Silver fish.
 - c) Bed bugs.
 - d) Moth.
113. _____ is an example for a floating flower arrangement.
- a) Ikebana.
 - b) Hogarth.
 - c) Moribana.
 - d) Ukibana.
114. Yield management originated in _____ industry.
- a) Airlines.
 - b) Cruise lines.
 - c) Railways.
 - d) Hotels.
115. French term SAIGNANT means _____.
- a) Just done.
 - b) Under done.
 - c) Rare done.
 - d) Well cooked.
116. Diameter of a quarter plate _____.
- a) 15 cm.
 - b) 18 cm.
 - c) 12 cm.
 - d) 20 cm.
117. Which grape variety is used in champagne making _____ ?
- a) PinotGRIS.
 - b) Sauvignon.
 - c) Pinot Meunier.
 - d) Muscat.
118. Pre-plated service is otherwise known as :
- a) French service.
 - b) American service.
 - c) Russian service.
 - d) English service.

119. Horseradish sauce should be offered when serving :

- a) Smoked mackerel.
- b) Wiener schnitzel.
- c) Fried whitebait.
- d) Roast leg of lamb.

120. Tia Maria is a flavored liqueur :

- a) Coffee.
- b) Almond.
- c) Orange.
- d) Grape.

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- 8 What is a cocktail party ?
- 9 Name any *four* facilities required in a fashion show function.
- 10 Define ancillary area in banquets.

(4 × 2 = 8 marks)

III. Write any *three* short essay questions. Each one carries 4 marks :

- 11 What is preliminary service and why is it done ?
- 12 Compile a five course Indian menu for an outdoor catering of 300 guests with service equipments required to cater.
- 13 Draw the banquet hierarchy of a five star hotel.
- 14 Explain about any four types of buffets.

(3 × 4 = 12 marks)

IV. Write any *one* essay in 600 to 800 words of 15 marks :

- 15 Explain the steps in service procedure of a formal banquet function.
- 16 Explain about the procedure for toasts in a formal wedding function.

(1 × 15 = 15 marks)

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021

(CUCBCSS-UG)

Hotel Management and Catering Science and
Hotel Management and Culinary Arts

BSH/C5 D02—BASICS IN CULINARY

(2017 Admissions)

Time : Two Hours

Maximum : 40 Marks

I. Objective Questions. Answer *all* questions. Each carries 1 mark :

1. Cooking food is hot liquid, steam or a combination of the two :
 - (a) Moist heat.
 - (b) Dry heat.
 - (c) Deep Fat Fry.
 - (d) Radiation.
2. _____ is the continuation of the blade and extends into a knife's handle.
 - (a) Bolsters.
 - (b) Tang.
 - (c) Rivets.
 - (d) Handle.
3. Bacteria grow most rapidly in the range of temperatures between _____ doubling in number in as little as 20 minutes.
 - (a) 40° F and 140° F.
 - (b) 0° F frozen storage.
 - (c) 32° F water freezes.
 - (d) 212° F water boils.
4. Hollandaise sauce formerly also called _____ sauce.
 - (a) Bechamel.
 - (b) Dutch.
 - (c) Espagnole.
 - (d) Voloute.
5. _____ is a durable board on which to place material for cutting.
 - (a) Knife.
 - (b) Fry pan.
 - (c) Thermometer.
 - (d) Chopping board.

(5 × 1 = 5 marks)

II. Write any *four* short answer. Each question carries 2 marks :

6. Define "Poaching".
7. What do you mean by "Julienne"?

8. Define "Food Poisoning".
9. Define "Brown Stock".
10. What do you mean by "brown bag lunch"?

(4 × 2 = 8 marks)

III. Write any *three* short essay questions. Each question carries 4 marks :

11. Give short notes on Boiling and Stewing.
12. Write any two knife cuts.
13. What do you understand by "Slow cookers"?
14. Write a method of Making Beef Stock.

(3 × 4 = 12 marks)

IV. Write any *one* essay 600 to 800 words of 15 marks :

15. Explain Poultry Safety Tips and Ground Beef Safety.
16. Give the recipes of the following :
 - (i) Chicken stock.
 - (ii) Supreme sauce.
 - (iii) Demi Glace.

(15 marks)

FIFTH SEMESTER U.G. DEGREE EXAMINATION, NOVEMBER 2021**(CUCBCSS—UG)****Hotel Management and Catering Science****HCS 5B 08—ADVANCED FOOD AND BEVERAGE PRODUCTION—II (Theory)****(2014 Admissions)****Time : Three Hours****Maximum : 80 Marks****Part A***Attempt all questions in one sentence.**Each question carries 1 mark.***Describe the following terms :**

1. Yield.
2. Green Bacon.
3. Purchase.
4. Mousse.
5. Planning.
6. Appetizer.
7. Herbs.
8. Layout.
9. Curing.
10. Diet.
11. Pate.
12. Galantine.

(12 × 1 = 12 marks)**Turn over**

Part B

Briefly explain all questions.

Each question carries 2 marks.

1. Define Larder.
2. What is garbage disposal ?
3. Explain Menu.
4. What is Hygiene ?
5. What is non-edible display ?
6. Describe Sandwich.
7. Explain Inventory.
8. Define Storage.
9. Explain Buffet.

(9 × 2 = 18 marks)

Part C

Attempt any five questions.

Each question carries 6 marks.

1. Discuss the duties of larder chef in a hotel.
2. Write a note on : volume feeding.
3. Illustrate the purchase techniques.
4. Illustrate the elements of quality purchase.
5. Write note on : hospital catering.
6. Discuss features of standard purchases.
7. Give five equipments of quantity kitchen.

(5 × 6 = 30 marks)

Part D

Attempt any two questions.

Each question carries 10 marks.

1. Illustrate the procedure and importance of larder control in a five star hotel.
2. Elaborate menu planning for off premises catering.
3. What is storage management ? Discuss records and documentations maintained in storage management.

(2 × 10 = 20 marks)

**FIFTH SEMESTER U.G. DEGREE (SPECIAL) EXAMINATION
NOVEMBER 2020**

(CUCBCSS—UG)

Hotel Management and Catering Science and Hotel Management and Culinary Arts

BSH 5B 08—COMPREHENSIVE SELF STUDY

(2017 Admissions)

Time : Three Hours

Maximum : 100 Marks

*Answer any **hundred** questions.
Each question carries 1 mark.*

1. Flour from whole milled wheat kernel is :
 - (a) Whole flour.
 - (b) Enriched flour.
 - (c) All purpose flour.
 - (d) Cake flour.
2. This is made by introducing specific bacteria strains into milk :
 - (a) Yoghurt.
 - (b) Curd.
 - (c) Sour cream.
 - (d) Smoothies.
3. Chef Tournant is also called as :
 - (a) Swing cook.
 - (b) Both (c) and (a).
 - (c) Relief cook.
 - (d) Station cook.
4. Browning foods quickly over high heat in a small amount of hot fat :
 - (a) Stir frying.
 - (b) Pan frying.
 - (c) Sautéing.
 - (d) Grilling.
5. Parathas made from dough of flour saffron milk and ghee and baked tandoor :
 - (a) Rogni Naan.
 - (b) Sheermal.
 - (c) Dhakai Paratha.
 - (d) Baquerkhani Naan.
6. Which of the following is not a sweet of Awadhi cuisine ?
 - (a) Halwa.
 - (b) Phirni.
 - (c) Kheer.
 - (d) Rasmalai.

Turn over

7. Sauce is a French word taken from the Latin word :
- (a) Salata. (b) Saucission.
(c) Saucie. (d) Salsus.
8. Which of the following is a part of Standard recipe ?
- (a) Yield testing. (b) Bin card.
(c) Inventory. (d) Menu planning.
9. Gazpacho is cod international soup from :
- (a) Germany. (b) France.
(c) Spain. (d) Italy.
10. When the cost of the ingredients divided by the number of portions produced by the recipe you get :
- (a) Food cost. (b) Portion cost.
(c) Commodity cost. (d) Recipe cost.
11. A written request made to acquire raw material from the stores :
- (a) Indent. (b) Indenting.
(c) Requisition. (d) Ordering.
12. FIFO and LIFO is a method of control :
- (a) Purchasing. (b) Issuing.
(c) Production. (d) Storing.
13. The combination of onions, carrots, celery, and sometimes other vegetables :
- (a) Mirepoix. (b) Bouquet Garni.
(c) Fond Brun. (d) Entrement.
14. A liquid food served in the beginning of a meal or for lunch, a snack :
- (a) Finger food. (b) Starter.
(c) Soup. (d) Sauce.
15. Fond de cuisine means :
- (a) Salad. (b) Starter.
(c) Sauce. (d) Stock.

16. This is derived from sugar cane, is also called Rum :
- (a) Arrack. (b) Mezcal.
(c) Palm sap. (d) Sake.
17. This liquor is not aged in oak casks, but aged in stainless steel tanks :
- (a) Whisky. (b) Rum.
(c) Cider. (d) Tequila.
18. Relationship between F and B sales to the number of customers served :
- (a) Sales mix. (b) Ratio to sales.
(c) Average spending power. (d) Productivity index.
19. Bar with dual function: as a decorative and as a hard-working storage space :
- (a) Front. (b) Back.
(c) In-flight. (d) Under.
20. This monitors all of the drinks sold and calculates the quantity of spirit needed to produce the drinks :
- (a) Standard sale. (b) Percentage system.
(c) Inventory. (d) Standard cost system.
21. This is a term used to describe a large formal occasion :
- (a) Meeting. (b) Function.
(c) Banquet. (d) Ballet.
22. Which of the following is not necessary for fermentation ?
- (a) Sugar. (b) Yeast.
(c) Temperature. (d) Humidity.
23. Process of simultaneous evaporation and condensation to purify them is :
- (a) Fermentation. (b) Distillation.
(c) Filtration. (d) Titration.
24. Which of the following refers to the plucking of grapes ?
- (a) Château. (b) Vitis.
(c) Vintage. (d) Vatting.

Turn over

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34. Flour with low protein content :
- (a) Low flour. (b) Weak flour.
(c) Soft flour. (d) Lump flour.
35. Frozen dessert similar to ice cream, made with yogurt instead of milk :
- (a) Smoothies. (b) Sundae.
(c) Baked Alaska. (d) Frozen Yoghurt.
36. Liquid desert that uses carbonated bubbles scoop of ice cream on the top :
- (a) Floats. (b) Slush.
(c) Iced water. (d) Sherbet.
37. Ice cream mix is aged for at least 4 hours at :
- (a) 10°F. (b) 40°F.
(c) - 15°F. (d) 20°F.
38. Unlike biscuits, these are a low fat, low sugar product :
- (a) Biscuit. (b) Cookies.
(c) Rolls. (d) Wafers.
39. Which of the following make cookie browner ?
- (a) Corn syrup. (b) Brown sugar.
(c) Honey. (d) Demerara sugar.
40. Which provides definite flavour, texture and taste to cookies ?
- (a) Butter. (b) Vegetable fat.
(c) Lard. (d) Oil.
41. Raw vegetable served as a relish :
- (a) Crudités. (b) Antipasto.
(c) Pickle. (d) Marinara.
42. Vegetable or fruit puree, used as a sauce :
- (a) Ketchup. (b) Konjee.
(c) Coulis. (d) Pedigree.

Turn over

43. Mixture of chopped meat and other ingredients used for pates, sausages :
- (a) Minced meat. (b) Force meat.
(c) Pressed meat. (d) Ground.
44. Which of the following is not used in Tallow sculptures ?
- (a) Bee wax. (b) Butter.
(c) Paraffin wax. (d) Beef fat.
45. Tallow display piece chosen should essentially match :
- (a) Theme of food. (b) Design of buffet.
(c) Buffet set-up. (d) Décor of Hall.
46. Which of the following is not used in tallow fat models ?
- (a) Wood. (b) Styrofoam.
(c) Metal armature. (d) Aluminium Foil.
47. German sausage made of blood, spices and onions :
- (a) Bratwurst. (b) Slutwurst.
(c) Banger. (d) Kielbasa.
48. The terrine vessel is an earthenware mold in the shape of :
- (a) Oblong. (b) Rectangle.
(c) Round. (d) Square.
49. Boned poultry or game animal stuffed with forcemeat :
- (a) Roulade. (b) Pate.
(c) Galantine. (d) Ballontine.
50. The galantines are sliced and served with small cubes of :
- (a) Carrot. (b) Celery.
(c) Aspic. (d) Olives.
51. Savory terrine with vegetables, seafood, poultry or other light meats :
- (a) Mousseline. (b) Mousse.
(c) Chorizo. (d) Parfait.

52. When their customers become bored with the choices that are offered :
- (a) Menu boredom. (b) Menu frustration.
(c) Menu flops. (d) Menu fatigue.
53. Which of the following is not correct about Menu designing ?
- (a) Menu should be legible. (b) Menu should be elaborate.
(c) Reflect current awareness. (d) Should complement the occasion.
54. $\text{Menu Item Sold} \div \text{Total No. Sold (all items)} = :$
- (a) Menu achievement rate. (b) Menu mix.
(c) Menu performance. (d) Menu contribution.
55. Menu items low in menu mix (Popularity) and high in contribution margin :
- (a) Dog. (b) Puzzle.
(c) Plow horse. (d) Star.
56. Menu clip-ons, to advertise specialty items, are most commonly used in :
- (a) Banquet. (b) Off-premise catering.
(c) Restaurant. (d) Fast food.
57. Wall displays, showing enlarged colour photographs of the food, are used in :
- (a) Take away. (b) Fine dining.
(c) Theme restaurants. (d) Fast food.
58. An individual counts each product which is present in the store :
- (a) Manual inventory. (b) Physical inventory.
(c) Personalised inventory. (d) Mark-up inventory.
59. Process of finding the future, considering the present trends and past data :
- (a) Post budget. (b) Predicting.
(c) Analysing. (d) Forecasting.
60. It refers to stock of goods :
- (a) Stores. (b) Pantry.
(c) Inventory. (d) Cellar.

Turn over

61. This is used for recording additions and deletions from product inventory :
- (a) Bin card. (b) Cardex.
(c) Folio. (d) Purchase order.
62. Purchase order is prepared in :
- (a) Multiple copies. (b) Triplicate.
(c) Quadruplicate. (d) Duplicate.
63. Buying large quantities or buying extremely small parcels of fine wine/spirit :
- (a) Direct Buying. (b) Auction.
(c) Wholesalers. (d) Cellar Stocks.
64. Product delivered to the hotel be always accompanied with this document :
- (a) Folio. (b) Voucher.
(c) Invoice. (d) Tag.
65. A comprehensive and co-ordinated plan expressed in financial terms :
- (a) Budgeting. (b) Planning.
(c) Co-ordinating. (d) Establishing.
66. In each organization there is always some factor which governs the scale of its activity :
- (a) Key factor. (b) Lack of capital.
(c) Shortage of skilled labour. (d) Production capacity.
67. Which of the following not an element of design ?
- (a) Form. (b) Flow.
(c) Follow. (d) Function.
68. Examples of neutral colours :
- (a) Beige. (b) Pink.
(c) Orange. (d) Yellow.
69. Which of the following is an example of direct lighting ?
- (a) Valence. (b) Soffit.
(c) Cornice. (d) Covered.

70. Short curtains that cover the portion of a window hung on decorative rods :
- (a) Café curtain. (b) Criss-cross.
(c) Sash curtain. (d) Casement curtain.
71. It is an elevated bed similar to a bunk bed but without the lower beds :
- (a) Sofa-cum bed. (b) Hammock.
(c) Loft bed. (d) Bunk bed.
72. Provides a warm light bed covering but are quite expensive :
- (a) Bolster. (b) Counterpane.
(c) Bed spread. (d) Quilt.
73. Flower arrangement with unequal but still have equal visual weight :
- (a) Formal. (b) Asymmetric.
(c) Lopsided. (d) Unconventional.
74. In flower arrangement this can be described as a sense of movement :
- (a) Scale. (b) Focal point.
(c) Rhythm. (d) Harmony.
75. Florist's cone, also called :
- (a) Funnel. (b) Prong.
(c) Chicken wire. (d) Holder.
76. This consists of tall stems, flowering spikes, or bold :
- (a) Flower. (b) Buds.
(c) Sticks. (d) Foliage.
77. Hogarth is a shape of flower arrangement which resemble :
- (a) Circle. (b) Fan shape.
(c) Crescent shape. (d) S-shape.
78. Which of the element is not represented in Japanese flower arrangement ?
- (a) Animal. (b) Haven.
(c) Man. (d) Earth.

Turn over

79. Difference in colour and light between parts of an image is called :

- (a) Shade.
- (b) Contrast.
- (c) Tint.
- (d) Depth.

80. They do not necessarily clean but produce a shine :

- (a) Abrasive.
- (b) Organic solvent.
- (c) Polishes.
- (d) Alkali.

81. Which of the following is not a cleaning agent ?

- (a) Bleach.
- (b) Phenol.
- (c) Acid.
- (d) Alkali.

82. The area provided as a common meeting point for Guest near the reception :

- (a) Bell desk.
- (b) Registration.
- (c) Lobby.
- (d) Lounge.

83. An updated report that reflects a more current estimate of room availability :

- (a) 10 day.
- (b) 3 day.
- (c) Sample.
- (d) Daily.

84. Statement of all transactions (i.e. debits and credits) reflecting the balance of a single account :

- (a) Folio.
- (b) Statement.
- (c) Voucher.
- (d) Bill.

85. This voucher is used when some amount has to be returned to the guest :

- (a) Charge.
- (b) Credit card.
- (c) Paid out.
- (d) Allowance or correction.

86. Updating of room status and maintenance status of all rooms in the hotel :

- (a) Guest accounting.
- (b) Night auditing.
- (c) Room management.
- (d) Sales.

87. This module has number of terminals located at various outlets in the hotel :

- (a) POS.
- (b) E-concierge.
- (c) EMS.
- (d) CRS.

88. GDS software is associated with :
- (a) Sales office. (b) Front office.
(c) Air line. (d) Travel Agent.
89. Integrated system of man and machine providing information to support operations, the management, and decision making :
- (a) Yield management. (b) PMS.
(c) MIS. (d) CRS.
90. Which of the following is an advantage of MIS ?
- (a) Determine promotion. (b) Accuracy.
(c) Determine credit level. (d) Determine product mix.
91. This is types of beer except that it is a term used for ordinary mild beer :
- (a) Lager. (b) Draught.
(c) Porter. (d) Ale.
92. The word 'rum' is derived from the Latin term "saccharum" meaning :
- (a) Sweetness. (b) Sugar cane.
(c) Saccharine. (d) Saccharides.
93. An alcoholic spirit that is created from the sap of the blue agave plant :
- (a) Tequila. (b) Absinthe.
(c) Aperitif. (d) Sake.
94. An alcoholic beverage produced by combining spirits with fruits, herbs is :
- (a) Mocktail. (b) Cocktail.
(c) Liqueur. (d) Aperitif.
95. This is liqueur made from Caraway seed :
- (a) Tia Maria. (b) Kummel.
(c) Aquavit. (d) Sambuca.

96. Spirits flavoured and serve as an aperitif or for flavouring cocktails is :
- (a) Flavouring. (b) Herbs.
(c) Bitters. (d) Sweetener.
97. Neutral spirit distilled from fermented material without any distinctive colour, taste or aroma :
- (a) Fenny. (b) Arrack.
(c) White Rum. (d) Vodka.
98. "Drunk for a penny and dead drunk for two pence" refers to which Spirit ?
- (a) Gin. (b) Rum.
(c) Whisky. (d) Brandy.
99. Spirit distilled from fermented mash of grain, usually: barley, wheat or maize :
- (a) Vodka. (b) Port.
(c) Sherry. (d) Whisky.
100. Grain Whisky is made chiefly from :
- (a) Barley. (b) Corn.
(c) Rye. (d) Oats.
101. Type of catering offering a variety of catering services to their customers :
- (a) Conference and convention services.
(b) Packaged take-out foodservices.
(c) Full restaurant service.
(d) Off-premise service.
102. When planning the layout, which main intentions need to be understood ?
- (a) Receiving of commodities.
(b) Regulating the supply of food.
(c) Kitchen design.
(d) Both (a) and (b).

103. Simpler operations, higher mechanisation and use of convenience food in kitchen planning is because of :
- (a) High labour cost.
 - (b) Trend of the present.
 - (c) Speed of operation.
 - (d) Reduction of capital.
104. Rule of thumb of floor area per person accommodated in the dining room is :
- (a) 6sq feet of floor area per person.
 - (b) 4sq feet of floor area per person.
 - (c) 2 sq feet of floor area per person.
 - (d) 1.5 sq feet of floor area per person.
105. In case of gas tank this one has to be, from the main building at a distance of :
- (a) 75 yards.
 - (b) 100 yards.
 - (c) 150 yards.
 - (d) 40 yards.
106. How wet garbage is stored in containers in to prevent fermentation and smell ?
- (a) Open yard.
 - (b) Air-conditioned shelter.
 - (c) Roofed shelter.
 - (d) Vacuumed shelter.
107. Disposal of garbage is done on :
- (a) Regular basis.
 - (b) Twice daily.
 - (c) Daily basis.
 - (d) Weekly basis.
108. In stores height of bottom shelf from the floor is :
- (a) 8 inches.
 - (b) 12 inches.
 - (c) 14 inches.
 - (d) 6 inches.
109. The distance between store shelves and wall should be a minimum of :
- (a) 5 inches.
 - (b) 1 inch.
 - (c) 6 inches.
 - (d) 2 inches.
110. Temperature of fruit stores is maintained at :
- (a) 50°F.
 - (b) 60°F.
 - (c) 30°F.
 - (d) 50 - 60°F.

Turn over

111. The digitisation of all the processes and value chains in the tourism, travel, hospitality and catering industries :
- (a) T - tourism (technology).
 - (b) E- tourism (electronic).
 - (c) I - tourism (information).
 - (d) C - tourism (communication).
112. An electronic intermediary that provides and/or controls information flow and selling it to others is termed :
- (a) Infomediaries.
 - (b) Internet.
 - (c) Intranet.
 - (d) Search engine.
113. Which of the following is not applicable to tourism industry ?
- (a) E-ticketing.
 - (b) E- hospitality.
 - (c) E- Travel agencies.
 - (d) E- auctioning.
114. Which of the following is not an online travel agency ?
- (a) Make my trip.
 - (b) Trivago.
 - (c) Magic brick.
 - (d) Travelocity.
115. Which of the following is not CRS software ?
- (a) Amadeus.
 - (b) Galileo.
 - (c) Ethernet.
 - (d) Fidelio.
116. First reservation system application in tourism industry is :
- (a) ARS (airline reservation system).
 - (b) CRS (computer reservation system).
 - (c) ICT (infor. & comm technology).
 - (d) GDS (global distribution system).
117. In customer care management contact with the customer is :
- (a) Long term.
 - (b) Episodic.
 - (c) Continual.
 - (d) Till he is profitable.

118. Quality concern in customer care management is entirely based on :
- (a) Limited to customer base/segment.
 - (b) Limited to production.
 - (c) Limited to operation.
 - (d) Organisation.
119. This more important than acquiring new ones in customer care management :
- (a) Response.
 - (b) Satisfaction.
 - (c) Retention.
 - (d) Partnering.
120. This increases the scope to adopt innovative styles in customer service :
- (a) Supply chain.
 - (b) Resource planning.
 - (c) Technology.
 - (d) Collaborative relationship.

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**FIFTH SEMESTER U.G. (CUCBCSS—UG) DEGREE [SPECIAL]
EXAMINATION, NOVEMBER 2020**

Hotel Management and Catering Science and Hotel Management and Culinary Arts

BSH/C5 D02—BASICS IN CULINARY

(2017 Admissions)

Time : Two Hours

Maximum : 40 Marks

Part A

All questions to be attended.

I. Objective questions. Each question carries 1 mark :

- 1 _____ is a combination of cooking method that starts with pan searing followed by slow cooking in a liquid.
(a) Stewing. (b) Steaming.
(c) Braising. (d) Boiling.
- 2 _____ is usually made up of a metal compound called high carbon stainless steel.
(a) Bolsters. (b) Tang.
(c) Rivets. (d) Blade.
- 3 _____ is physical movement or transfer or harmful from one person, object or place to another.
(a) Cross Contamination. (b) Food Safety.
(c) Danger Zone. (d) Chemical Contamination.
- 4 Bechamel Sauce is a sauce traditionally made from a _____.
(a) Blonde Roux. (b) Brown Roux.
(c) White Roux. (d) White Sauce.
- 5 _____ is the safety process of producing and edible food by preparing and combining ingredients.
(a) Frying. (b) Cooking.
(c) Broiling. (d) Poaching.

(5 × 1 = 5 marks)

Turn over

Part B

All questions can be attended and Overall Ceiling.

II. Write any *four* short answer. Each carries 2 marks :

- 6 Define Cooking.
- 7 Write any two types of knife cuts.
- 8 Define cross contamination.
- 9 What is meant by Beurre Blanc Sauce.
- 10 Write any *two* steps in washing hands.

(4 × 2 = 8 marks)

Part C

All questions can be attended and Overall Ceiling.

III. Write any *three* short essay questions. Each one carries 4 marks :

- 11 Give a short note on “Moist-heat cooking”.
- 12 Explain “How to chop on onion”.
- 13 Write about Food Safety.
- 14 Write the recipe for “Bechamel Sauce”.

(3 × 4 = 12 marks)

Part D

All questions can be attended and Overall Ceiling.

IV. Write any one essay in 600 to 800 words of 15 marks :

- 15 Elaborate note on “Mother Sauces”.
- 16 Briefly explain about “ Food temperature danger zone”.

(1 × 15 = 15 marks)