

Hotel Management - XII

SET - I

Short question (Each 5 Marks)

- a) What are the different sources and modes of reservation?
- b) Mention the different types of hotel tariff? What are the different types of credit card? Explain the credit card handling.
- c) Define reservation and sketch the specimen of reservation form/slip.
- d) Write various steps involved in cleaning vacant room.
- e) What are the factors to be considered while choosing floor for any given area in a hotel?
- f) Define flower arrangement and explain the types of floral art.
- g) Write down the 10 Name table appointments lay up on the dining table.
- h) How do you receive the goods for storing? Detail the procedure for accepting deliveries.

Long Question Each 10 Marks

- a) Make a classification chart of Beverage and explain about distillation spirits.
- b) Make a chart of Soup and explain about different types of soup.
- c) Write down the cleaning procedure of occupied bed room?
- d) Define cooking and explain the moist heat medium cooking methods?

Write T and F (0.5x10=5)

- | | |
|--------------------|----------------------|
| a) Beurare Manie | Mornay sauce () |
| b) Bast | Tandoor |
| c) Stock | Cuts of Vegetable |
| d) Rump | Thickening agent () |
| e) Julienne | Bone |
| f) Naan | Fillet steak |
| g) Bechamel | Moist with butter |
| h) Clouted | Dressing |
| i) Sandwich | Garnish |
| j) Chinois | onion |
| k) Chopped parsley | Triple decker |
| l) Vinaigrette | Strainer |

Write T & F (0.5x10=5)

- a) Beer derives its bitterness and flavor from hops
- b) Aerated water has CO₂
- c) White wine should be served at room temperature.
- d) Sherry is prepared from Spain.
- e) The species that produces grapes suitable for wine production are known as Vitis Vinifera
- f) The fruit of coffee tree is known as berry.
- g) Tea and coffee cannot be served cold.
- h) Base of the cocktail Bloody Mary is rum.
- i) Brandy is prepared from barley.
- j) Rum is distilled from sugar molasses.

Fill in the blank (0.5x10=5)

- a) Reservation job include----- (handling reservation request/ update booking charts/ handle amendments/ all of the above)
- b) Which carpet has large piles----- (nylon carpet/ wollen carpet/ synthetic carpet/ synthetic fabrics carpet)
- c) Which bone is not used in making brown stock----- (chicken/beef/mutton/fish)
- d) Which one of the following is not included in hollowware----- (water glass/water jug/chafing dish/Tea pot)
- e) Bloody mary is based on----- (Vodka/Rum/Tequila/Gin)
- f) The product obtained from crushing grapes is called----- (wort/wash/must/)
- g) Club sandwich is made from ----- (Toasted/untoasted/ simple)
- h) Published rate is known as----- (conditional rate/rack rate/ promotional rate)
- i) A bunch of aromatic herbs in the kitchen is known as----- (bouquet garnie/béchamel/bisque/chowder)
- j) Housekeeping evening service is also known as----- (turn down service/First service/Regular service)

SET - II

Short question (5 Marks)

- a) Define cleaning and mention the principle and methods of cleaning.
- b) What are the different steps in cleaning bathroom?
- c) Mention the types of floor and method of cleaning floor.
- d) What are the different furniture and tables used in the restaurant?
- e) Explain cover and important points while laying a table.

- f) Define cooking and write down the aims and objective of cooking.
- g) What do you mean by accompaniment and garnish?
- h) Define letter and name different type of letters used in the hotel and give one specimen.

Long question (10 Marks)

- a) Define reservation and write down the process of reservation.
- b) Write down the 5 star hotel bed making procedure.
- c) Define sauce and write down the recipe and preparation method of any three mother sauce
- d) Explain the different types of service practiced by hotel.

Write T & F (0.5x10=5)

- a) Spring cleaning is done on daily basis
- b) Florist deal with various floors.
- c) Silver readily tarnish due to presence of sulfur.
- d) Drawers should not be opened and cleaned in an occupied room.
- e) 100% woolen fiber is used to make the surface pile for woven carpet.
- f) Flooring with pieces of marble set in cement with decorating chips is called terrazzo.
- g) Brasso is used in polishing brass.
- h) Turndown service is usually done before 12:00 Noon
- i) The emergency key is under the control of floor supervisor.
- j) In five star hotels, beds are made using 3 bed sheets.

Write short note (1x5=5)

- a) Bidet
- b) Amenity
- c) Tariff
- d) Crib rate
- e) Mirepoix

Match the following 0.5x10=5

- | | |
|------------------|---------------------------|
| a) Wake call | unavoidable circumstances |
| b) Tariff | chance guest |
| c) FIT | Price structure |
| d) Force majeure | telephone |
| e) Email | locker |
| f) Visa card | information |
| g) Reservation | pax |
| h) House count | computer |
| i) Whitney rack | mode of payment |
| j) Safe deposit | booking |

SET - III

1. Short question Attempt any six 5×6=30
 - a) Explain the types of service which are practiced in hotel.
 - b) List down mother sauces. Write down the recipe and preparation method of any two.
 - c) Explain the different cleaning methods practiced in housekeeping department.
 - d) Explain briefing. What are the activities which are carried out in this session?
 - e) Draw the classification chart of Alcoholic Beverage. Explain distilled alcoholic beverage.
 - f) What is salad? Explain the types of salad with examples.
 - g) Explain the types of carpet. Write down the procedure of carpet shampooing.
 - h) Define cocktail and write down the recipe and preparation method of any two cocktails.

2. Long question (Attempt any 3) 3×10=30
 - a) Define cleaning and write down the procedure of occupied bed room cleaning procedure.
 - b) Define menu and write down the French classical menu with examples.
 - c) Define cooking and explain the methods of cooking with its chart. Write down the basic rules for deep frying and boiling.
 - d) Define stock with its types. Write down recipe and preparation method of brown and white stock.

3. Match the following

0.5×10=5

Terrazzo	Hoover ()
Synthetic fiber	for shine ()
Vacuum	Vases ()
Flower	Bath Room ()
Elbow grease	Bed ()
Bidet	Non Woven ()
Night spread	Marble ()
Wicker	Spring Cleaning ()
Symmetric triangle	Furniture ()
Thorough cleaning	floral art ()

4. Write short note

5×1=5

- a) briefing
- b) Roux
- c) Demi-glace
- d) Burnishing
- e) Cognac

5. Write (T) for True and (F) False for the following statement.

10×0.5=5

- a) Pile is the surface of carpet consists of fibers or yarns
- b) A movable trolley from which foods are carved, filleted, flambéed and served is known as Gueridon.
- c) Brandy is fermented alcoholic beverage
- d) Poaching is cooking in oil.
- e) Silvo is a liquid cleaning agent for silverware.
- f) A charge per bottle will be made where the customers bring their own wing bottle to the restaurant to drink is known as corkage charge.
- g) Rum is fermented alcoholic beverage
- h) Boiling is cooking in plenty of oil
- i) Vinegar helps in quicker coagulation while boiling egg.
- j) Batter is a combination of flour and egg

SET - IV

1. Short question Attempt any six 5×6=30
- a) Write down the service sequences which are practiced in hotel.
 - b) Define sauce and explain the types of thickening agent.
 - c) Define cleaning and write down the name of cleaning equipments with chart.
 - d) Define wine and explain types of wine.
 - e) Define whisky and explain types of whisky
 - f) Define mixed drinks and write down the recipe and preparation method of Bloody marries and whisky sour.
 - g) What is sandwich and explain the types of sandwich.
 - h) Define carpet and write down the different between tufted and woven carpet.
2. Long question (Attempt any 3) 3×10=30
- a) Explain the method of cooking by dry heat medium.
 - b) Describe the room cleaning procedure of Departure and vacant.
 - c) Identify different metal surfaces and explain their cleaning equipment, materials and methods.
 - d) Explain the control system used in food and beverage service department.
3. Match the following 0.5×10=5
- | | |
|--------------------|----------------------|
| a) Beuraremanie | Mornay sauce () |
| b) Bast | Tandoor () |
| c) Stock | Cuts of vegetable |
| d) Rum | Thickening agent () |
| e) Julienne | Bone () |
| f) Naan | Fillet steak |
| g) Bechamel | Moist with butter |
| h) Clouted | Dressing |
| i) Sandwich | Garnish |
| j) Chinois | Onion |
| k) Chopped parsley | Triple decker |
| l) Vinaigrette | Strainer |

4. Write short note

5×1=5

- a) Beer derives its bitterness and flavor from hops.
- b) Aerated water has CO₂
- c) White wine should be served at room temperature
- d) Sherry is prepared from barley
- e) The species that produces grapes suitable for wine production are known as Vitis Vinifera
- f) Bill is also called check in catering term.
- g) Buffet service is also known as counter service.
- h) The continental breakfast is heavier than English breakfast.
- i) Sorbet is the last meal in French menu.
- j) AP spoon and fork should be used to transfer foods in silver service.

5. Fill in the blanks.

5×1=5

- a) Bin card is used in (food store rack/reservation rack)
- b) Russian salad is prepared..... vegetable (macedoine/ julienne)
- c) ----- carpet has bulky continuous fitment. (Tufted/woven)
- d) A palate knife is used for ----- (peeling/lifting)
- e) Whisky on the rock refers to whisky served with ----- (sode/tonic/ice)

SET - V

1) **Short question (Each 5 Marks)**

- a) Explain the role of telephone operator and write down the telephone etiquettes.
- b) Mention the different types of hotel tariff.
- c) Define tea and coffee. Mention the different types of tea and coffee available in the market.
- d) Explain tobacco; mention the different parts of cigar and cigarettes.
- e) Draw a format of KOT & BOT.
- f) What is breakfast and mention its types.
- g) Write down the cleaning procedure of mopping and scrubbing
- h) Define salad and write down the types of salad.

2) Long Question (10 Marks)

- a) Define reservation and explain factor affection of Reservation.
- b) Write down the procedure of departure room clearing.
- c) Write an enquiry letter to hotel crowne plaza asking double room from March 18th to March 19th 2017.

d) Explain sauce, write down six mother sauce with preparation method for any two.

3. Write (T) for True and (F) False for the following statement. $5 \times 1 = 5$

- a) Poaching is cooking in fat.
- b) In guaranteed reservation, guest doesnot need to make advance payment.
- c) Florist works under font office department.
- d) CO₂ is induced under high pressure in white wine.
- e) Presentation side should be fried at first on Shallow frying.

4. Match the following $0.5 \times 10 = 5$

Mayonnaise	3 bed sheets
5 Star hotel	Whisky
Reservation	Cold sauce
Absolut	Front office
Distilled alcoholic Beverage	Vodka

5. Fill in the blanks. $5 \times 1 = 5$

- a) How many sheets are used for making a bed in a five star hotel? -----
(2/3/4/None)
- b) Latakia is a term associated with ----- (salad/tobacco/cocktail/soup)
- c) Pruee soup is garnished with ----- (crouton/croutes/liaison/roux)
- d) Evening turn down service is given to ----- room.
(occupied/departure/vacant/DND)
- e) The modifying agent of bloddymarry is (tomato juice/
cocacola / orange juice)