



BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Registration No.:

School of Hospitality and Tourism Skills

Session: 2019-20 (Summer Semester)

B. Voc. Program, 1st Semester,

1st In-Sem. Examination

Course Code: GEN SHT 1101

Time: 1 Hour

Course Name: SHT English language & Comprehension

Max. Marks: 20

Instruction:

Section – A

05X01 = 05 Marks

05 objective type questions, each question carries 01 mark.

Que-01 The weather nice today.

- a) are b) is c) was d) were

Que -02 My brother and I good tennis players.

- a) does b) am c) is d) are

Que-03 I feel fine this morning , but I very tired last night.

- a) is b) am c) was d) will

Que- 04 Short form of **it has got** is –

- a) has'got b) it's got c) it'has d) it has'got

Que -05 Make questions with these words – your parents / are/ well –

- a) Your parents are well ? b) well your parents are? c) are your parents well?
d) are well your well?



BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Section – B

03X02 = 06 Marks

03 short answer type questions, each question carries 02 marks.

Que -06 Explain any two rules to add "es" in the end of the verb with examples.

Que -07 Explain about first, second and third person.

Que-08 Write the form/structure of sentence in Affirmative sentence of present perfect tense with an example.

Section – C

03X03 = 09 Marks

03 essay type questions, each question carries 03 marks.

Que- 09 Explain any four rules to add "ing" in the end of verb with examples.

Que-10 Write sentences about yourself.

- a) (name?) My.....
- b) (from?) I.....
- c) (age?) I.....
- d) (Job?) I.....
- e) (favorite colour or colours?) My.....
- f) (interested in ?) I.....

Ques-11 When to use the present perfect tense? Explain with examples.



English Answer Sheet

Sec A

Ans 01-b) is

Ans 02 -d) are

Ans 03-c) was

Ans 04-b) it's got

Ans 05-c) are your parents well?

Sec B

Ans 06-Two rules to add "es" in the end of the verb are-

Rule -01

If a verb ends with word S / SH / CH / X then we will add es after these words.

For example-

- 1) pass- passes
- 2) Search – searches
- 3) Wish- wishes

Rule -02

If a verb ending with Y and just before it a Vowel then we simply add s after y

For example- buy- buys

In case there is no vowel before y then we will remove y and add ies.

For example-

Try- Tries

Ans 07-

First person-

The person or people speaking or the first person is someone telling you his or her story.

For example- I, We.

Second person –

The second person is you being told how you should do something or the person or people being spoken to.

For example- You.

Third person- The person or people being spoken about.

For example- HE, She, They.

Ans 08-

The form/structure of sentence in Affirmative sentence of present perfect tense is-

Form- Subject + has/have + verb (3rd form) + object.



BHARTIYA SKILL DEVELOPMENT UNIVERSITY

For example-1) Ram has gone to school.

2) I have played.

Sec -C

Ans-09 Four rules to add "ing" in the end of verb-

Rule 01- If a verb ends with "e" then remove "e" and add ing.

For example - Come- Coming

Rule-02- If the last word of verb is consonant and before it one vowel so last consonant get double and after it we need to add ing.

For example- Put-Putting

Rule 03- If the last word of verb is consonant and before it two vowels so last consonant will not get double. Simply we need to add ing after the last consonant.

For example- Read-Reading

Rule 04- If the end word of a vowel is y or ll then we will not remove y or ll but will add ing just after y or ll.

For example- Fly – Flying

Tell- Telling

Ans-10 Write sentences about yourself. For example-

- g) My Name is Arya.
- h) I am from New Delhi.
- i) I am 22.
- j) I am a student
- k) My favorite colour is Black.
- l) I am interested in art.

Ans 11-We use present perfect tense in case of -

- 1) To describe an experience. For example- I have travelled the world.
- 2) To describe a change over a period of time. For example- house price have increased a lot.
- 3) To describe accomplishment. For example- doctors have discovered cures for many diseases.
- 4) A continuing action that started in the past. For example- Sam has worked here for seven years.

**BHARTIYA SKILL DEVELOPMENT UNIVERSITY****Sample Question Paper
School of General Education
B. Voc. Program, 1st SEM****Course Code: GEN SHT 1104****Time: 1 Hour****Course Name: SHT Elementary Mathematics****Max. Marks: 20****Instruction:**

1. All questions are compulsory.
2. Missing data if any can be suitably assumed.

Section – A

05×01 = 05 Marks

Q1. Addition: ₹ 15,369 + ₹ 10,899 =?

- (A) ₹ 26,358 (C) ₹ 26,268
(B) \$ 25,958 (D) ₹ 26,438

Q2.Subtraction: ₹ 13,567 - ₹ 2,099 =?

- (A) ₹ 11,468 (C) ₹ 11,326
(B) ₹ 11,356 (D) \$11,468

Q3. Multiplication: ₹ 1,078 x 691 =?

- (A) \$744,898 (C) ₹ 744,988
(B) \$ 744,988 (D) ₹ 744,898

Q4. Division: ₹ 115,620 / 12 =?

- (A) ₹ 9,739 (C) \$ 9,635
(B) \$ 9,739 (D) ₹ 9,635

Q5.Calculate: 2765 – 1796 – 1345 – 24 + 354 =

- (A) – 64 (C) + 64
(B) – 46 (D) + 46

Section – B

03×02 = 06 Marks

Q6.Write the table of eight (8) from 8 to 96:

8 _____ 96

Q7. We buy 6kg potatoes for ₹ 90.

How much do we have to pay for 2kg of potatoes? _____

Q8.We have 26 bananas and distribute them equally to 7 children.

How many bananas does each child get? _____

and how many bananas do I have after equal distribution? _____

Section – C

03 × 03 = 09 Marks

Q9. We've got three restaurant guests at the diner. The bill for your consumption is: ₹ 924

One guest pays ₹500. The other two guests share the rest of the bill. How much does guest 2 pay and how much does guest 3 pay?

Guest 2 pay: _____

Guest 3 pay: _____

Q10. I shop at the market:

- 3 kg tomatoes à ₹ 20 per kg _____
- 4 Eggplants à ₹ 25 per piece _____
- 6 bananas à ₹ 5 per piece _____
- 2 kg potatoes à ₹ 15 per kg _____

Calculate the price I must pay:

=====

Q11. You work in housekeeping and start preparing a new guest room with bathroom at

9:00 o'clock. If you work alone you need 34 minutes.

When will you be ready when someone helps you and two of you work? _____

Answer key

Elementary Mathematics SHTS

Q1. (C) ₹ 26,268

Q2.(A) ₹ 11,468

Q3. (D) ₹ 744,898

Q4.(D) ₹ 9,635

Q5. (B) - 46

Q6. 8, 16, 24, 32, 40,48, 56, 64, 72, 80, 88, 96

Q7. ₹ 30

Q8. 3 banana / 5 banana

Q9. Guest two pays- ₹212 & Guest three pays - ₹212

Q10. ₹220

Q11. At 9:17



BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Registration No.:

School of Hospitality and Tourism Skills

Session: 2019-20 (Summer Semester)

B. Voc. / M. Voc. Program, 1st Semester,

1st In-Sem. Examination

Course Code: SHT 1130

Course Name: FRONT OFFICE BASIC

Time: 1 Hour

Max. Marks: 20

Instruction:

Section A -05 objective type questions, each question carries 01 mark.

Section B- 03 short answer type questions, each question carries 02 marks.

Section C-03 essay type questions, each question carries 03 marks

Section – A05X01 = 05 Marks

Question No.1- What is Check-In?

- a) Arrival of a Guest
- b) Pre- Arrival of a guest
- c) Escorting of Guest
- d) Forecasting

Question No.2- What is the full form of OCC?

- a) Occupied
- b) ON CHANGE
- c) Complimentary Room
- d) None of These

Question No.3- Who is the Head of the Front office Department?

- a) Front Office Agent.
- b) Front Office Manager
- c) Front Office Executive
- d) Night Auditor

Question No.4- Which of the Following comes under source of Reservation?

- a) Mail
- b) Letter
- c) Travel Agent
- d) Guaranteed Reservation

Question No.5- Hotels consist of more than 300 rooms are Known as?

- a) Large Hotel
- b) Small Hotel
- c) Very large Hotel
- d) Budget Hotel

Section – B03X02 = 06 Marks

Question No.6- What is Registration?

Question No.7- What are the Duties and Responsibilities of a Front office Manager?

Question No.8- Draw the Format of Whitney slip.

Section – C03X03 = 09 Marks

Question No.9- Draw the format of Registration Card

Question No.10- What are the modes, sources of Reservation?

Question No.11- Draw the layout of the Front Office Department.



BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Answer Key

B. Voc. / M. Voc. Program, 1st Semester,
1stIn-Sem. Examination

Course Code: SHT 1130

Time: 1 Hour

Course Name: FRONT OFFICE BASIC

Max. Marks: 20

Instruction:

Section A -05 objective type questions, each question carries 01 mark.

Section B- 03 short answer type questions, each question carries 02 marks.

Section C-03 essay type questions, each question carries 03 marks

Section – (Answers)

05X01 = 05 Marks

Question No.1- What is Check-In?

- e) Arrival of a Guest

Question No.2- What is the full form of OCC?

- e) Occupied

Question No.3- Who is the Head of the Front office Department?

- f) Front Office Manager

Question No.4- Which of the Following comes under source of Reservation?

- g) Travel Agent

Question No.5- Hotels consist of more than 300 rooms are Known as?

- C) Very large Hotel

Section – B

03X02 = 06 Marks

Question No.6- What is Registration?

Ans. Check in of a guest in a hotel involves, receiving the guest, ascertaining the requirement, registering the guest, allotting the room and rooming the guest. Depending on the nature of the reservation the different check in procedures are followed. Information is taken from the reservation record for quick check-in. It includes printing of the registration card, room and rate assignment, creation of a guest folio; other functions may also be part of the pre-registration activities. Sometimes room number is not assigned especially when the occupancy is high. Pre-registration can help plan for special requests. This leads to innovation in registration.

Option- when the driver goes to the airport to pick up the guest. He can get the guest signature on the registration card, take an imprint of the credit card, the room key can be given to the guest even before reaching the hotel. The check in can be carried out at the airport itself.

Question No.7- What are the Duties and Responsibilities of a Front office Manager?

Ans. Front Office Manager

- He is the head of the department.
 - He ensures the smooth running of the department
- 1) He sees to it that his staff reports to duty in time and in proper uniform.
 - 2) He ensures that courteous and personalized service is given to the guests by his staff.
 - 3) He deals with front office correspondence on reservations, enquiries, room booking etc.
 - 4) He is responsible for the up keep of the front desk, lobby manager's desk and their equipment.
 - 5) He deals with the complaints against his staff and other complaints of the guests.
 - 6) Participants in the selection of F O Personnel
 - 7) Conducts regularly scheduled meeting of F O Personnel.



BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Question No.8- Draw the Format of Whitney slip.

Ans. Whitney slip

Guest Name	Date of Arrival	Room Type	Room Rate	Date of Departure
Mode of Reservation		Reserved By	Date Received	
Reservation Agency if Any:				
Billing Instructions			Date of Confirmation	

Section – C

03X03 = 09 Marks

Question No.9 - Draw the format of Registration Card.

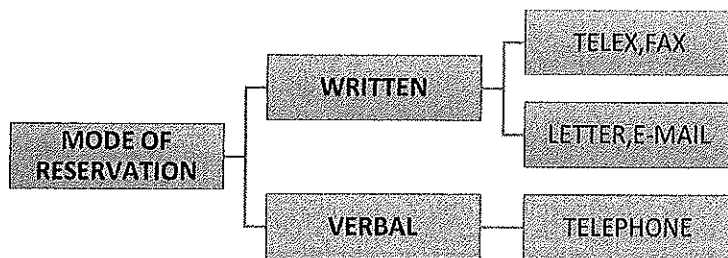
Ans.

Guest Registration Card

Name: _____ First Name: _____ Last Name: _____
 Passport No: _____
 Date of Issue: _____
 Date of Expiry: _____
 Address: _____
 City: _____ State: _____
 Zip: _____
 Telephone: _____
 Fax: _____
 E-mail: _____
 Date of Birth: _____
 Sex: _____
 Religion: _____
 Marital Status: _____
 Occupation: _____
 Present Address: _____
 City: _____ State: _____
 Zip: _____
 Telephone: _____
 Fax: _____
 E-mail: _____
 I agree to abide by the Hotel Rules & Regulations.

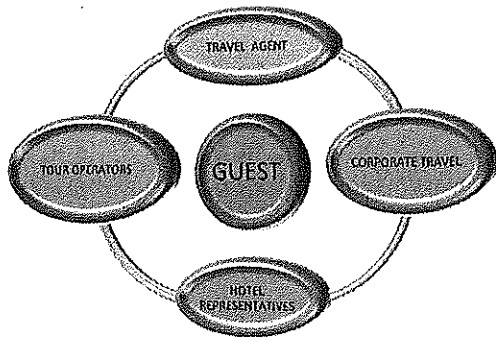
Hotel Name: _____ Room No: _____
 Rate: _____
 Date of Booking: _____
 Date of Arrival: _____
 Date of Departure: _____
 No. of Adults: _____ No. of Children: _____
 Special Requests: _____

Question No.10- What are the modes, sources of Reservation?

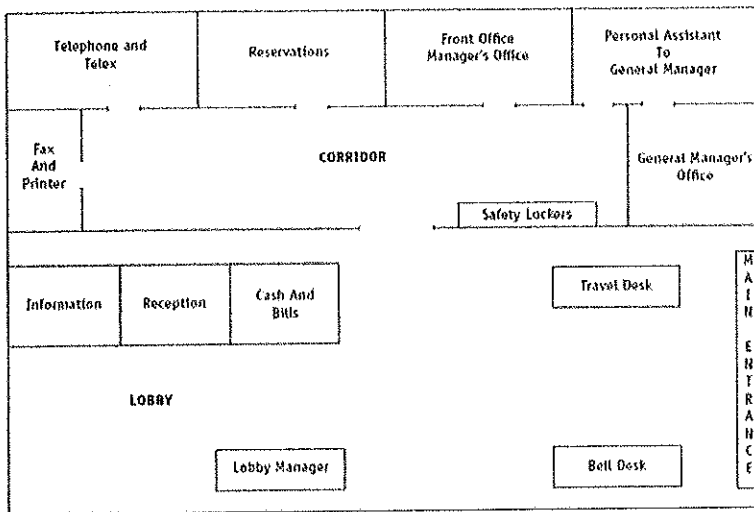




BHARTIYA SKILL DEVELOPMENT UNIVERSITY



Question No.11- Draw the layout of the Front Office Department.







BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Registration No.:

School of Hospitality & Tourism Skills

Session: 2019-20 (Summer Semester)

B. Voc. Program, First Semester,

1st In-Sem. Examination

Course Code: SHT 1140

Time: 1 Hour

Course Name: Housekeeping/Laundry Basic

Max. Marks: 20

Instruction:

Section – A

Objective type questions, each question carries 01 mark.

05X01 = 05 Marks

Q.1. Housekeeping's cleaning responsibilities are typically determined by:

- A. The general manager.
- B. The executive housekeeper.
- C. The room division director.
- D. The manager of operations.

Q.2. Is Responsible for the linen inventory.

- A. Consumables
- B. Washing Laundry Purpose
- C. Room Attendants
- D. Linen Room Supervisor or the Executive Supervisor

Q.3. Supplies may include shampoo-hair conditioner-moisturizing lotion-Mouthwash- Shower Cap.

- A. Toiletries
- B. Sorters should
- C. Task of the Room Attendant
- D. Laundry department.

Q.4. Guest uses a variety of supply.

- A. Useable
- B. Folding and Shoring
- C. Washing Laundry
- D. Clean

Q.5. Person who cleans the Hotel guest rooms.

- A. Linens
- B. Room Attendant
- C. Housekeeping Department
- D. laundry Department

Section – B

Short answer type questions, each question carries 02 marks.

03X02 = 06 Marks

Q.1. Explain the Duties and Responsibilities of Housekeeping Assistant?

Q.2. Explain the Types of Chemical used in Room?

Q.3. Explain the Importance of Uniform room?

Section – C

Essay type questions, each question carry 03 marks.

03X03 = 09 Marks

Q.1. Explain the procedure of room check list?

Q.2. State the role of Accidents prevention procedures?

Q.3. Describe the procedure of Hotel Guest Room cleaning in detail?





Answer Key:

Section A:

1. A
2. D
3. A
4. A
5. B

Section B:

Answer 1. Duties and Responsibilities of Housekeeping Assistant

1. Create individual schedules for each housekeeping staff member, in accordance with his or her specific abilities.
2. Provide staff members with training in handling housekeeping work by physically demonstrating complex tasks.
3. Inspect lobbies, rooms, halls, and offices to determine levels of cleanliness and provide feedback to the housekeeping staff.
4. Assist in interviewing, choosing, hiring and training housekeeping staff to ensure delivery of high standard services.
5. Provide staff members with training in health and safety while working in a hospitality environment.
6. Participate in the evaluation of standards and ensure that all compliance issues are resolved.
7. Take and address the guests' complaints and suggestions and ensure that they are provided with the best in services.
8. During high volume days, provide assistance in cleaning rooms and bathrooms and making beds.

Answer 2. Types of Chemical used in Room

Different Types of Guest Room Cleaning Agents / Chemicals (R1 to R9)

TASKI CLEANING AGENTS LIST - R1 to R9	
TASKI R1	Cleaning and Sanitizing of Bathroom / Toilet surfaces
TASKI R2	All-purpose cleaning agent / Hygienic Hard Surface Cleaner
TASKI R3	For Cleaning Glass and Mirror Cleaner
TASKI R4	For Furniture Polish and Cleaning / Furniture Maintainer
TASKI R5	Air Freshener / Room Freshener / Bathroom Freshener
TASKI R6	Heavy-duty toilet bowl/urinal cleaner for the removal of lime scale, stains and other residues.
TASKI R7	For removal of oil and grease from floor / Non-abrasive cream cleaner for water-resistant hard surfaces
TASKI R8	Kettle De-scaler - Highly effective acid based descaler for kettles, kitchen equipment, shower heads etc.
TASKI R9	Fully formulated cleaner for cleaning all fittings and walls in the bathroom, sink, tub, tiles and fittings.



Answer 3. The Importance of Uniform room

Encouraging all employees in your organization to wear uniforms may help grow the success of your business.

1. Look good, feel good

If you don't look good, you don't feel good. Often times, this proves to be true. Having employees wear uniforms to work helps them stay focused. It is a physical reminder they are at work. When all personnel are in the right frame of mind and attentive to your guests' needs, it certainly shows.

2. Exude confidence in your brand

What kind of environment do you work in? Is it fun, playful, casual or sophisticated? Uniforms are meant to accurately represent your brand and your brand concept. Khakis and a t-shirt depict a more casual, laid back customer experience while black pants along with a button-up shirt or tie often depict a more upscale customer experience. Employee uniforms are another way to let your customers see who you are. Also, they indicate to your employees how they should deliver service to customers.

3. A feeling of equality

Uniforms act as reminders that while at work, all employees are on the same "playing field." Regardless of each employee's background and history, all crew members will be treated equally and are valued members of the team.

4. A cohesive team

Along with solidifying your brand identity and exuding equality, having employees wear uniforms keeps the work crew looking and feeling committed. All employees should own the same core values when at work. A uniform helps the team members feel as if they are one, unified team of individuals.

5. Help customers identify staff

Whether you work in a hotel or at a restaurant, the last thing you want is a customer not knowing who to approach for help. When all employees are in uniforms, this rarely happens. This is one benefit that is often overlooked, but is arguably the most influential.

Section C:

Answer 1. The procedure of room check list

Room Inspection Checklist used by Housekeeping Supervisor

The Guest room inspection ensures that the desired results of an established cleaning system are consistently achieved by the housekeeping department. The main Purpose of a room inspection is to catch any problems that may have been overlooked during the cleaning before it is found by the guest and becomes dissatisfaction and complaints.

Housekeeping department should implement a well-conducted and diplomatic room inspection program; this can also motivate the room attendants or room maids as the employees/staff take pride in their work and enjoy having an opportunity to set standards to others.

Every guest room must be checked on the daily basis by housekeeping supervisor, this will help the hotel to attain high guest satisfaction in terms of room comfort and also for safety reasons. If the floor supervisor is not been able to check the room by the end of the shift, the Asst. Executive housekeeper must do it before releasing the room for guest occupancy.

Use of a pre-printed room inspection check-list form will prove effective for the hotel management. It will establish a set procedure ensuring that will remind Housekeeping Supervisor / Executive and Room maids of any defects and missing amenities for the guest.

Answer 2. Role of Accidents prevention procedures

Training is a prime strategy for accident prevention, and the objective of training is to change the behavior of employees who should think and act in a safe manner. Incentive programs can motivate employees toward a continuous safety mindset. Businesses may develop such programs on their own or outsource the work to a service firm. Examples of incentives are as follows: Every time a manufacturing plant reaches a million hours without a lost-time accident, every employee receives a gift. Another approach is safety bingo: Numbers are drawn every workday for a week and posted on sign. When lost-time accidents occur, the game is halted until a month later. Companies often set safety goals for individual departments, which facilitate a competitive spirit to win prizes. Safety, rewarded by merit pay increases for employees, will also reduce accidents.

Safety incentives provide a powerful, cost-effective management tool to prevent accidents.

Employees are more vigilant about other workers' safety, and these programs provide fun in the workplace, which results in higher morale. As accidents decline, so do insurance premiums for workers' compensation. Fewer accidents mean fewer production interruptions and greater profits. It is feasible to use incentives for a comprehensive loss prevention effort involving not only safety but also crime and fire prevention.



Answer 3. The procedure of Hotel Guest Room cleaning in detail

Enter the room following your hotel's standard procedure. Most companies will have a mandatory two-knock, two-announcement rule. This is where housekeepers must knock twice and say "housekeeping" and upon entering the room again announce themselves once more in case the guest didn't hear them from outside the room.

1. Strip the beds. Once inside always start the cleaning process by stripping the sheets. This enables you to use the dirty fitted sheet as a package for the rest of the items, helping to keep everything together and contained.
2. Inspect the bed for any damage or stains and smooth out the mattress. Make the bed following your hotel standards and ensure that once complete all sheets, covers and pillows are thoroughly checked for stains, tears and any hairs.
3. Make some space by removing the dirty linen and any rubbish from the room. Always make sure to check all visible surfaces for rubbish not forgetting inside the drawers.
4. Next - dust. The room should always be well dusted from the top of the highest piece of furniture or fitting to the bottom of every chair. Don't forget window sills, lamp shades and any hanging artwork.
5. Wipe down all hard surfaces. We thoroughly recommend using a color coordinated cleaning system to prevent cross contamination. A clean set of cleaning cloths should be used for each room.

It is important not to forget to sanitise high contact areas/items such as the remote control, light switches, door handles and telephones paying particular attention to any devices in the bathroom area.

6. Special attention should be paid to the cleaning of the bathroom including toilet seats and handles. From the showerhead to the floor all traces of the previous guest must be removed, especially any hair! Chrome is to be shined so no watermarks show, change the shower curtain if dirty and replace towels.
7. Make sure all other items provided by the hotel are replaced. This includes personal care products through to tea/coffee facilities, laundry bags, do not disturb signs, notebooks and guest guides. Always make sure fresh glassware and mugs are used and that any clocks are set to the correct time with the alarm off.
8. Check all pillows, throws and curtains are in excellent looking condition and in the correct configuration.
9. Always vacuum last and once finished in the room vacuum out the door. As your vacuum check the carpet for any damage or stains. Remove any spots from food, drink or makeup using spot remover. Vacuuming is so important as it helps to maintain hotel carpets, prevent the build-up of dust and if done correctly will lift carpet pile.
10. Once complete, leave the room with a neutral odour and at a balanced temperature.

