



BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Registration No.:.....

School of Hospitality and Tourism Skills

Session: 2019-20 (Summer Semester)

B. Voc. Program, 1st Semester,

2nd In-Sem. Examination

Set- A

Course Code: GENSHT 1101

Time: 1 Hour

Course Name: English language & Comprehension

Max. Marks: 20

Section – A

05X01 = 05 Marks

05 Objective type questions, each question carries 01 mark.

Que-01 to the theatre tonight. We have got tickets.

- a) We are going b) We will go c) We were go d) We shall go

Que -02 I can't go out with you tomorrow night.

- a) I work b) I used to work c) I'll Work d) I'm working

Que-03 it's possible that I'll be late tonight.

- a) I should be late tonight
b) I must be late tonight
c) I might be late tonight
d) I could be late tonight

Que- 04 What are the aunts name-

- a) Aunt Marry/Aunt Arya
b) Aunt Sansa/Aunt Sophie
c) Aunt Sponge/Aunt Spiker
d) Aunt Kristine/Aunt Jennifer

Que -05 What killed James' parents?

- a) Lion b) Rhinoceros. c) Porcupined) Antelope





BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Section – B

03X02 = 06 Marks

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

Que -06 How the James parents died?

Que -07 Describe how Aunt Sponge looks like?

Que-08 What happened to James's parents? Where were they when tragic event occurred?

Section – C

03X03 = 09 Marks

03 Essay type questions, each question carries 03 marks.

Que- 09 Why was James very unhappy?

Que-10 Write in a paragraph about your Industrial visit to Shiv Villas.

Ques-11 What words did the author use to describe the three peculiar things that happened in James and the Giant Peach in chapter two?



English Answer Sheet

Set-A

Sec-A

Ans 01-a) We are going

Ans 02 -d) I'm working

Ans 03-c) I might be late tonight

Ans 04-c) Aunt Sponge/Aunt Spiker

Ans 05-b) Rhinoceros

Sec-B

Ans06- How the James parents died-

One day James's mother and father went to London to do shopping, and there is a terrible thing happened. Both of them suddenly got eaten up by an enormous energy rhinoceros which had escaped from the London zoo.

It 'gobbles up' James' parents in a matter of seconds. They were dead and gone in 35 seconds flat.

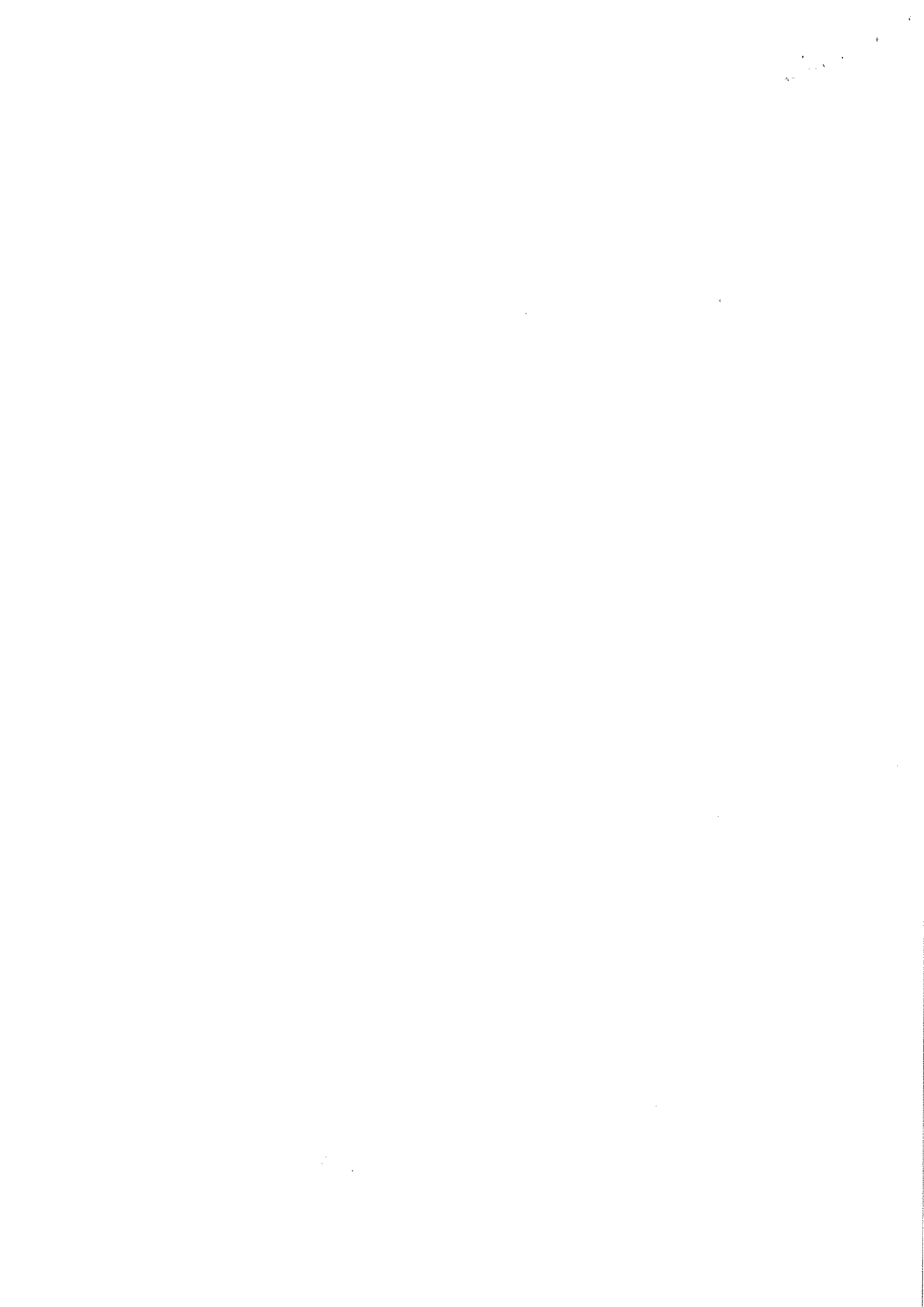
Ans 07- Aunt Sponge looks like-

Aunt Sponge was enormously fat and very short. She had small piggy eyes, a sunken mouth, and one of those white flabby faces that looked exactly as though it had been boiled. She was like a great white soggy over boiled cabbage.

Ans08- What happened to James's parents? Where were they when tragic event occurred-

Terrible thing happened to James parents. When a rhinoceros escapes from the zoo, it 'gobbles up' James' parents in a matter of seconds. It eats them in 35 seconds.

They were in London when tragic event occurred.





Ans09- James was unhappy -

James is very unhappy on a number of occasions throughout the story, but he's especially unhappy with his life situation as the story begins. Since James lost his parents to a rampaging rhinoceros, this poor young orphan has lived in a strange, ramshackle house with his wicked aunts, Aunt Sponge and Aunt Spiker, who treat him abominably.

Ans10- Industrial Visit to Shiv Villas-

For Example-

I went to Shiv Vilas on 28th September with my batch mates and teachers for industrial visit. The construction of this architectural marvel commenced in 2002 and the Resort opened its Gate to guests in October 2006. The resort provides breath-taking views right from the entrance itself. Shiv Vilas is a palace theme Resort located on the Delhi Jaipur highway in the historic city of Jaipur, popularly known as 'Pink City'. Set amidst beautiful gardens with excellent leisure and business facilities, the Resort surrounded by the lush green Aravalli Range providing scenic views all around Royal experience of luxury in Jaipur.

Ans11- Three peculiar things that happened in chapter two-

First, the author uses the word "peculiar" five times within the first three sentences. The repetition of the word helps the author alert the reader to the coming oddities. Dahl also progressively strengthens the word "peculiar" within those sentences. He does this by italicizing three words in a specific order. "Rather" peculiar, "very" peculiar, and "fantastically" peculiar.

The rest of chapter two, though, does not discuss any of the peculiar things that happen to James. The rest of the book is about the peculiar things that happen to James.



School of Hospitality & Tourism Skills

Session: 2019-20 (Summer Semester)

B. Voc. Program, First Semester,

2st In-Sem. Examination

SET A

Course Code: GEN SHT 1104

Course Name: SHT Elementary Mathematics

Instruction:

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

Time: 1 Hour

Max. Marks: 20

Section – A / 2

05×01 = 05 Marks

Q1. Convert: 14 feet into INCH =?

- | | |
|--------------|--------------|
| (A) 144 Inch | (C) 168 Inch |
| (B) 168 cm | (D) 156 Inch |

Q2. Convert: 14 cm into millimeter =?

- | | |
|--------------|------------|
| (A) 280 tbps | (C) 208 cm |
| (B) 140mm | (D) 129mm |

Q3. Convert: 2 mile into yards =?

- | | |
|----------------|----------------|
| (A) 3820 yards | (C) 3520 yards |
| (B) 2820 yards | (D) 2680 yards |

Q4. Convert: 15km into meter?

- | | |
|------------|------------|
| (A) 15000m | (C) 10000m |
| (B) 2500m | (D) 15100m |

Q5. Convert: 30 quart into pints =?

- | | |
|--------------|--------------|
| (A) 68 pints | (C) 85 pints |
| (B) 86 pints | (D) 60 pints |

Section – B / 2

03×02 = 06 Marks

Q6. Write the table backwards from thirteen (13) from 156 to 13:

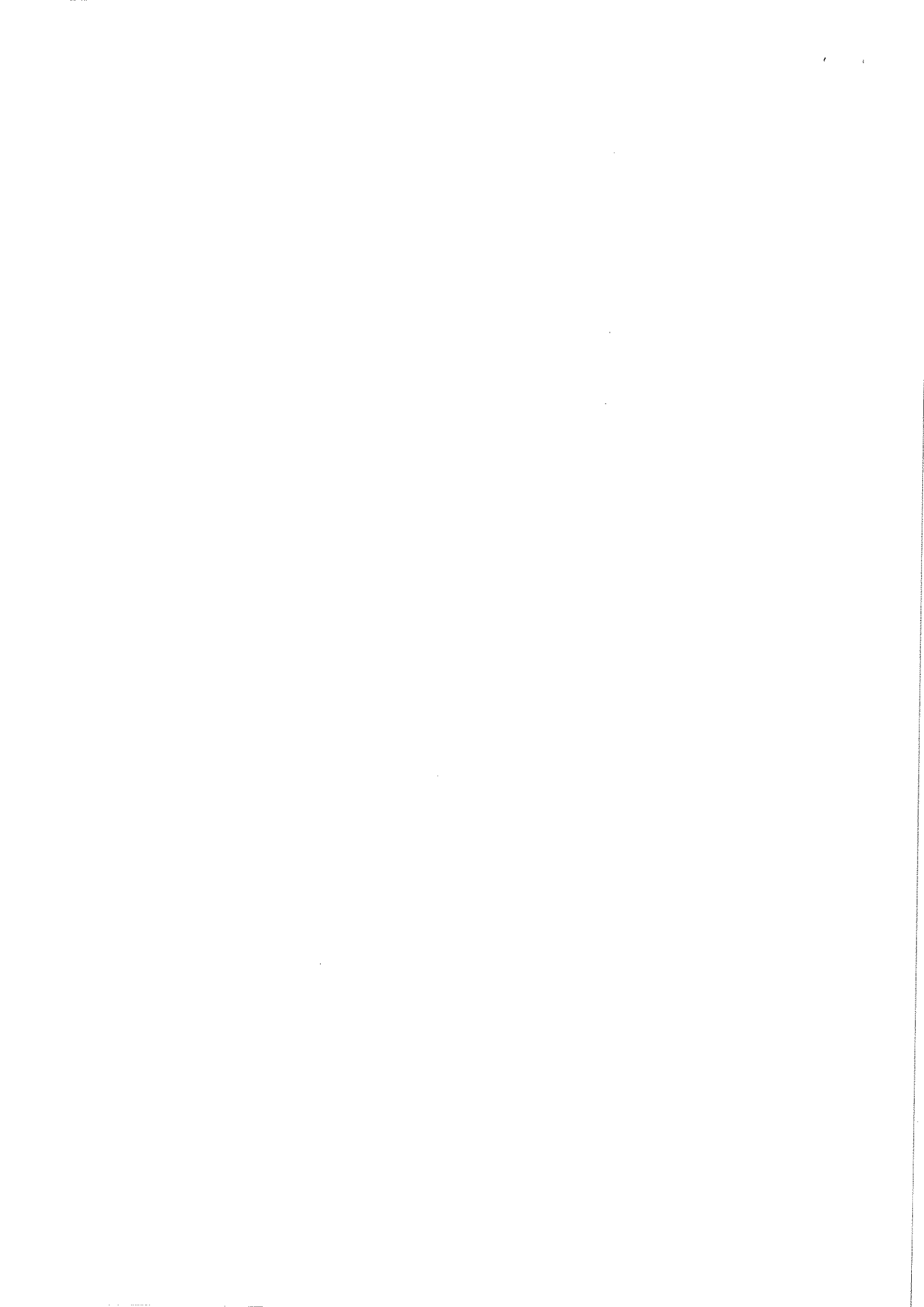
156 _____ 13

Q7. We bake 4 chocolate Cake.

For 1 chocolate Cake we need:

For 4 chocolate Cake we need?

- 6 Egg yolks -
- 250 g Sugar -
- 1 pinch Salt -
- 6 Egg white -
- 50 g brown Sugar -
- 300 g coco powder -
- 2 tsp. vanilla essence -



School of Hospitality & Tourism Skills

Session: 2019-20 (Summer Semester)

B. Voc. Program, First Semester,

2st In-Sem. Examination

SET A

Q8. We have 4 pack of candies in one pack are 25 pieces. We share all candies with 8 children, all children receive the same number of pieces, the remaining pieces are for you.

How many pieces of candies does one child get? _____ pieces

and how many pieces of candies do you get? _____ pieces

Section – C

03 × 03 = 09 Marks

Q9. We have 12 guests for Diner. The bill for your consumption is: ₹ 8000.

Three guests each pay ₹ 700. One guest pays ₹ 500. The other eight guests share the rest of the bill. How much does guest 5, 6, 7, 8, 9, 10, 11, and 12 to pay?

Guests 5, 6, 7, 8, 9, 10, 11 and 12 pay: together: _____ each of them: _____

Q10. You have nothing at home and shop at the market:

- 30 Egg plants @ ₹ 25 per piece _____
- 150 g sugar @ ₹ 50 per kg _____
- 2,5 kg carrots @ ₹ 60 per kg _____
- 1 pinch of Cinnamon @ ₹ 40 per pack _____
- 1 pinch of Salt @ ₹ 10 per portion _____
- 1.5 kg almonds @ ₹ 425 per kg _____

Calculate the price. I must pay:

=====

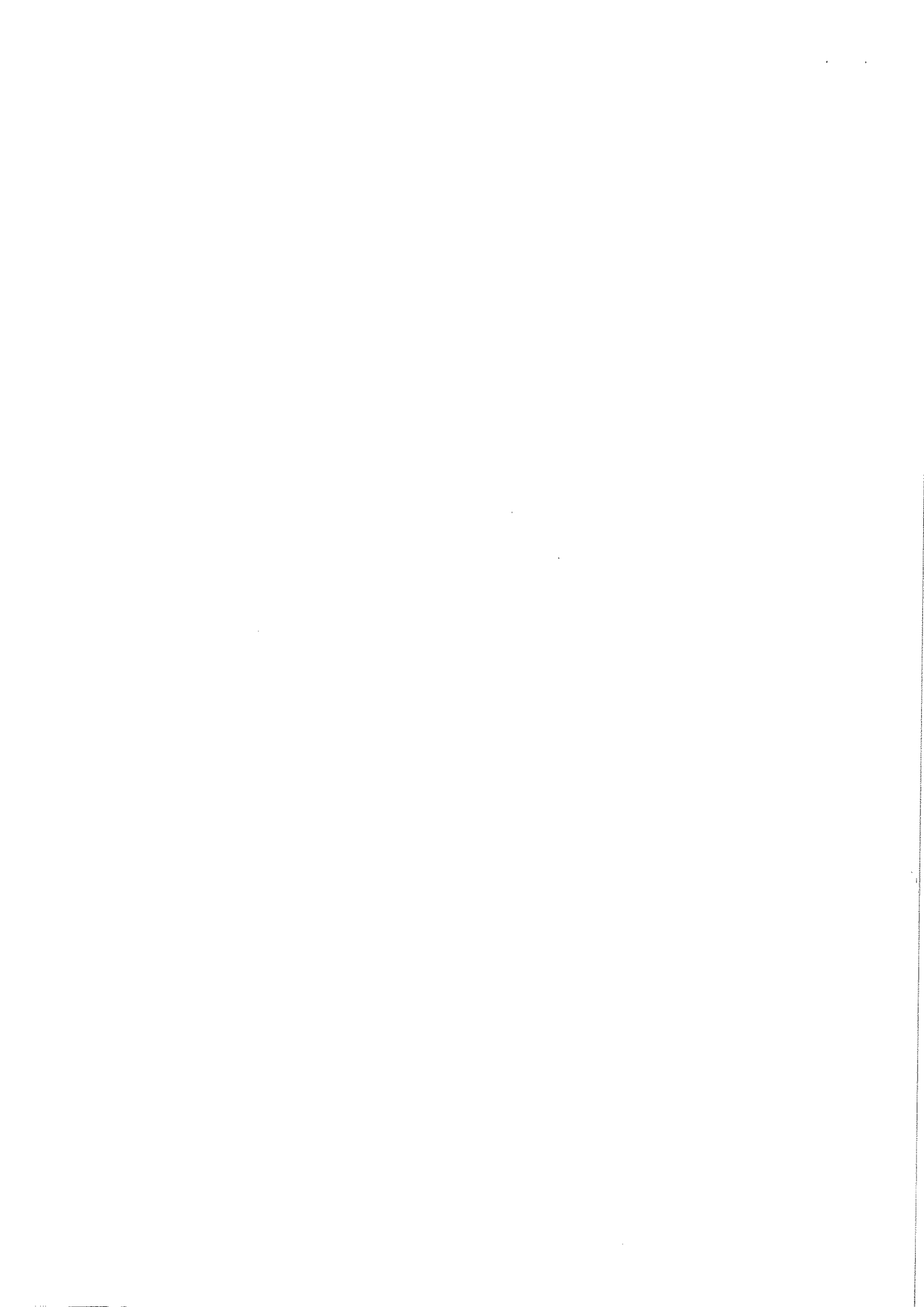
Q11. You prepare a table for a Group of 30 guests.

At 09:00 Am the guests will come for breakfast and everything in the restaurant must be ready.

If you work two restaurant writers-students, you will need 4 hour for the preparations.

When did you have to start your work if you are working two restaurant writers? _____

When did you have to start work if you working with three restaurant writers? _____



School of Hospitality & Tourism Skills
Session: 2019-20 (Summer Semester)
B. Voc. Program, First Semester,
2st In-Sem. Examination
SET A

Answer key (Set B / 2)

Elementary Mathematics SHTS

Q1. (C)

Q2. (B)

Q3. (C)

Q4. (A)

Q5. (D)

Q6. 156 / 143 / 130 / 117 / 104 / 91 / 78 / 65 / 52 / 39 / 26 / 13

Q7. 24 Egg yolks -

- 1000 g Sugar -
- 4 pinch Salt -
- 24 Egg white -
- 200 g brown Sugar -
- 1200 g coco powder -
- 8 tsp. vanilla essence

Q8. 12pcs per child of candies / 4pcs candies

Q9. ₹ 5400 ₹675

Q10. ₹1045.36

Q11. 2 restaurant writer start on 5:00 am // 3 restaurant writer start on 6:00am



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School of Hospitality & Tourism Skills

Session: 2019-20 (Summer Semester)

B. Voc. Program, First Semester,

1st In-Sem. Examination

SET A

Course Code: GEN SHT1120

Time: 1 Hour

Course Name: SHT Intercompany Education

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. What does hygiene/occupational hygiene ?

- (A) Cleanliness theory the totality of all efforts and measures to clean rooms.
(B) Contact theory the totality of all efforts and measures in dealing with fellow human beings.
(C) Health theory the totality of all efforts and measures to prevent disease and damage to health.
(D) Working time theory the totality of all efforts and measures to remunerate late come and deliver too late.

Q2. What do you do when a fire breaks out in the kitchen?

- (A) you run away
(B) you ignore it
(C) you report it immediately and bring everyone to safety
(D) you warm your hands at the fire

Q3. What does this sign mean?

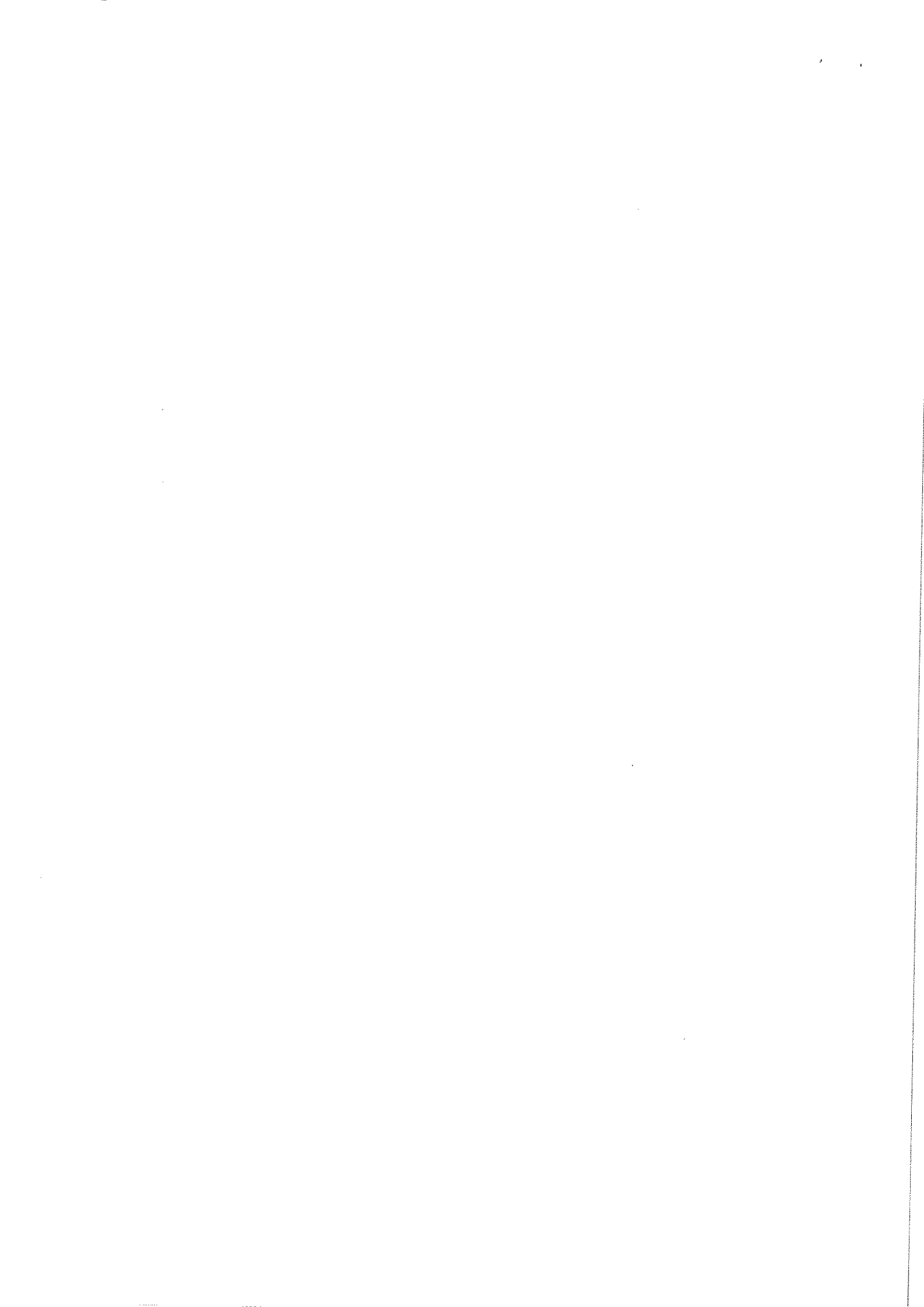
	<p>(A) Hiking trail (B) Way to school (C) Life cycle (D) Escape route</p>
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Q4. What are the three basic colour?

- (A) Blue, Yellow, Red
(B) Red, Black, Green
(C) Violet, Green, White
(D) Orange, Yellow, Red

Q5. Which color stands for fire, love, energy?

- (A) Blue
(B) Green
(C) Red
(D) Yellow



Section – B

03×02 = 06 Marks

Q6. Why are colour so important:

Write a short sentence - your view is important

Q7. Nutrition pyramid:

List the six stages of the nutrition pyramid in the correct order.

Q8.What does the word sales promotion mean?

Note 4 Example in F & B Restaurant:

Section – C

03×03 = 09 Marks

Q9.What makes you special in your profession and makes you a good professional?List 6 motivating points.

Q10. What does your personal hygiene look like?Write down the six most important points for your personal hygiene.

Q11.Hygiene is an applied science and concerns above all the following areas.List 6 out of 10 hygiene areas.



Answer key(Set A)

Intercompany Education SHTS

Q1. (C) Health theory the totality of all efforts and measures to prevent disease and damage to health.

Q2.(C) You report it immediately and get everyone to safety.

Q3. (D) Escape route

Q4.(A) blue, yellow, red

Q5. (C) Red

Q6. Answer possibilities: the right colour gives the atmosphere and the guests a good feeling to stay.
The right choice of colour promotes sales.

Q7.

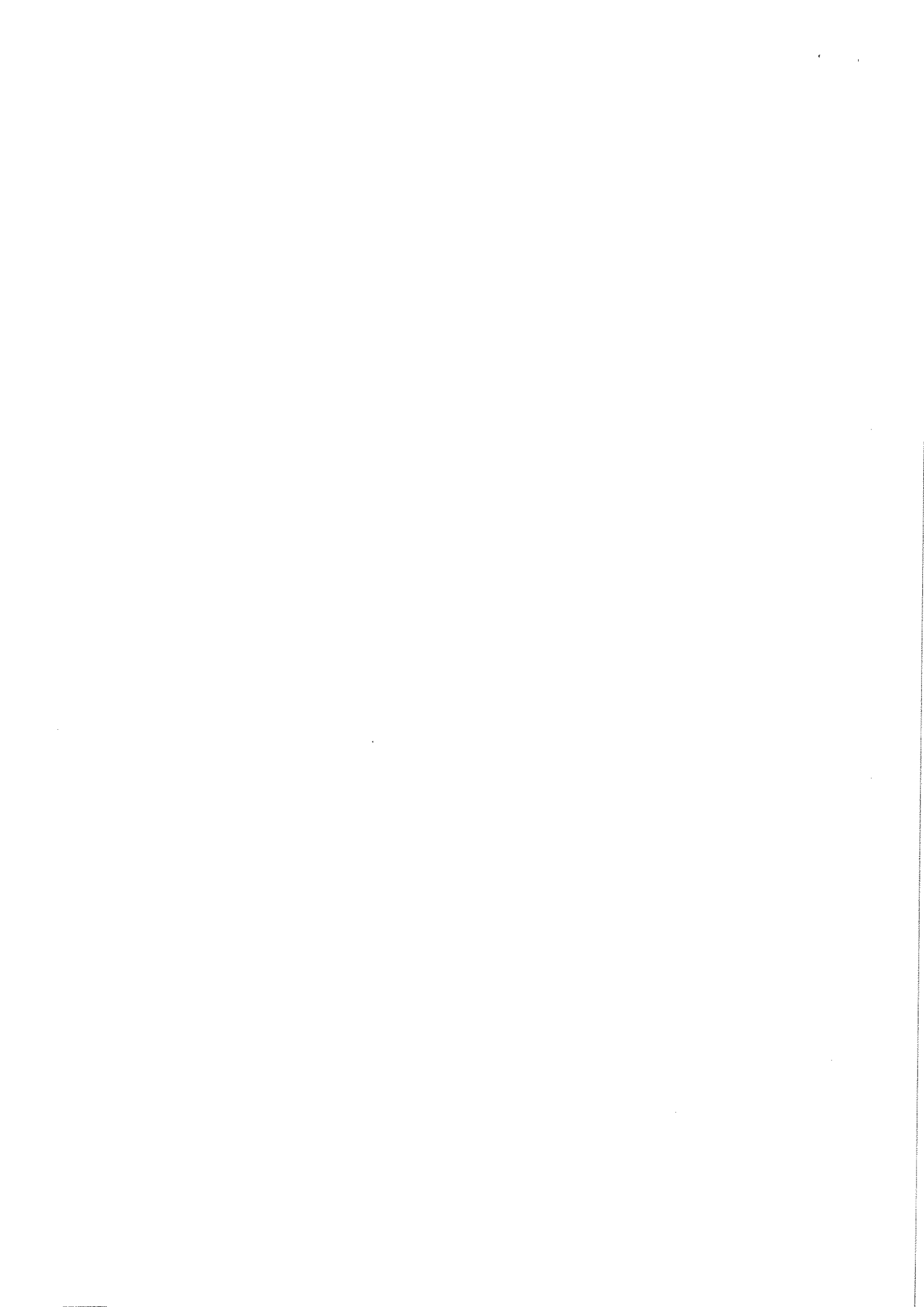
- Sweet, Salty & Alcoholic
- Oils, Fats & Nuts
- Dairy products, meat, fish, eggs & tofu
- Cereal products, potatoes & pulses
- Vegetables & Fruits
- drinks

Q8.

- I ask the guest if he would like a starter/peritve
- I ask the guest if he wants an appetizer.
- A wine recommendation
- A dessert
- coffee
- etc.

Q9.

- Satisfied guests
- Encouraging feedback
- Good working climate
- Great team atmosphere
- My enjoyment of my profession
- Personal and professional training



Q10.

- Wash and disinfect hands regularly (according to plan).
- Daily at least 1x shower or wash at least 1x before start of work / Deo use
- Hair care (clean washed, no hair on face, where rule: wear headgear)
- Do not bring any diseases into the company
- Injuries must be so cared for, join hygienically, wear finger cots
- Work clothes, shoes (may only be worn on the farm and must be perfectly clean).

Q11.

- Nutrition
- The food control
- Physical education
- Clothing
- The field of work and occupation
- The apartment
- The settlement
- The drinking water supply
- Waste disposal
- Prophylaxis against diseases, epidemics





School of Hospitality and Tourism Skills

Session: 2019-20 (Summer Semester)

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

2nd In-Sem. Examination

SET-1

Course Code: SHT1150

Time: 1 Hour

Course Name: FOOD & BEVERAGE SERVICE ASSOCIATE 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 – A

05X01 = 05 Marks

Question No.1- What is the full form of RM?

- a) Room manager
- b) Restaurant manager
- c) Revenue manager
- d) Reservation manager

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

- a) General manager
- b) Ground manager
- c) Grand manager
- d) None of them

Question No.3- Who is the Head of Food and beverage service Department?

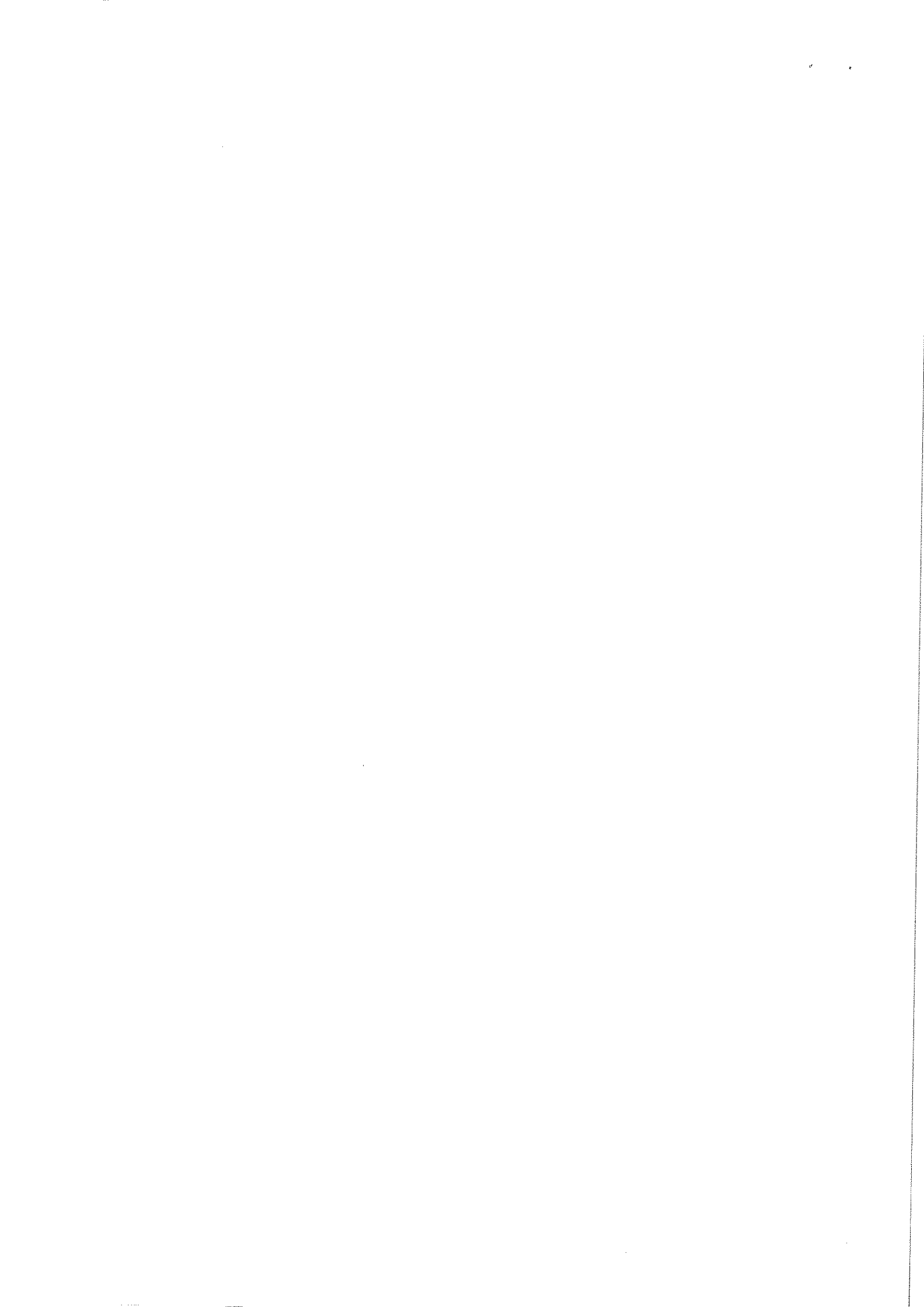
- a) Restaurant manager
- b) Captain
- c) Executive
- d) Steward

Question No.4- Which of the Following comes under bar manager?

- a) Bar waiter
- b) Banquet waiter
- c) Restaurant waiter
- d) None of them

Question No.5- Bar comes under?

- a) Food and Beverage service department
- b) Front office department
- c) Housekeeping department
- d) None of them





Section – B

03X02 = 06 Marks

Question No.6- What is mise en place?

Question No.7- What are the Duties and Responsibilities of Restaurant Manager?

Question No.8- What are the duties and responsibility of Waiter?

Section – C

03X03 = 09 Marks

Question No.9- Draw Organizational structure/hierarchy?

Question No.10- Professional Attribute of F&B service staff?

Question No.11- Personal Attribute of F&B service?





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School of Hospitality and Tourism Skills

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

2nd In-Sem. Examination (Answer Key)

Course Code: SHT1150

Time: 1 Hour

Course Name: FOOD & BEVERAGE SERVICE ASSOCIATE 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 the full form of RM?

- B) Restaurant manager

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

- A) GENERAL MANAGER

Question No.3- Who is the Head of Food and beverage service Department?

- A) Restaurant manager

Question No.4- Which of the Following comes under bar manager?

- A) Bar waiter

Question No.5- Bar comes under?

- A) Food and Beverage service department

Section – B

03X02 = 06 Marks

Question No.6- What is mise en place?

Ans. means "putting in place" or "everything in its place". It refers to the setup required before cooking, and is often used in professional kitchens to refer to organizing and arranging the ingredients (e.g., cuts of meat, relishes, sauces, par-cooked items, spices, freshly chopped vegetables, and other components) that a cook will require for the menu items that are expected to be prepared during a shift.

Question No.7- What are the Duties and Responsibilities of Restaurant Manager?

Ans. Restaurant 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 restaurant correspondence on reservations, enquiries, booking, complains etc.
 - 4) He is responsible for the up keep of the restaurant, 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&B Personnel
 - 7) Conducts regularly scheduled meeting of F&B Personnel.





Question No.8- What are the duties and responsibility of Waiter?.

1. He is responsible for the actual service of food and beverage.
2. He is responsible to maintain his own station and side-board.
3. He is responsible to settle the bill before the guest departs.
4. He is responsible for the clearance of his tables and side-board.
5. He is responsible to receive and give a proper hand-over from the preceding to the following shift respectively.
6. He is supposed to carry-out the additional responsibilities which are allotted to him by the senior captain.
7. The steward is supposed to carry out the maintenance of stock of cutlery, linen, crockery at all times in a shift.
8. The steward is supposed to suggest a food and beverage dish to a guest and/or when required.

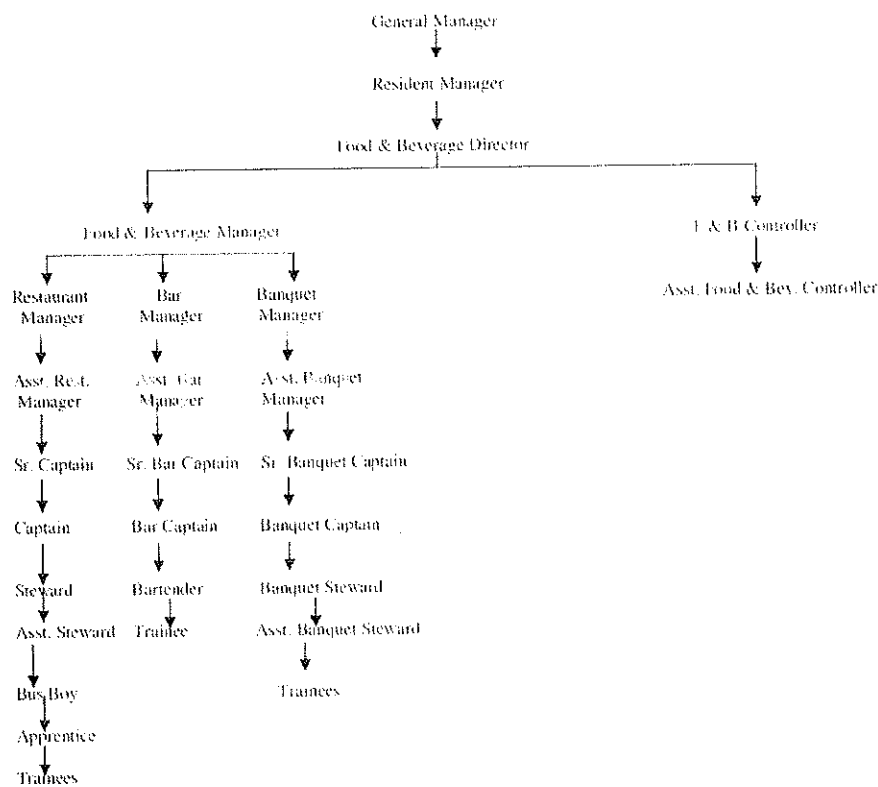
Section – C

03X03 = 09 Marks

Question No.9- Draw Organizational structure/hierarchy?

Ans.

Hierarchy in the Food and Beverage Department







Question No.10- Professional Attribute of F&B service staff?

Knowledge of food & beverages and technical ability: The staff must have sufficient knowledge of all the items on the menu and wine drinks lists in order to advise and offer suggestions to customers. In addition, they must know how to serve correctly each dish on the menu, what its accompaniments are, the correct cover, and the make up of the dish and its garnish. For beverage service the staff should know how to serve various types of wine and drink, in the correct glass and at the right temperature.

Communication skills: Language plays an important part in understanding the requirements of international travelers and delivery them. Food and beverage professionals must keep improving their communication skills in English Talking to guest in their own language instead of just English is very effective and builds good relationship.

Punctuality: Punctuality is very important. If a waiter is continuously late on duty, it shows lack of Interest in his work and lack of respect for the management. The waiter should report on duty before the service is due to commence so that he may check his station, side board and have complete knowledge of the menu. Remember early start is a good start.

Local knowledge: In the interest of customers the staff should have a certain knowledge of the local area in which they work so that they may be able to advise the guests on the various forms of establishment offered, the best means of transport to places of interest so on. The staff should know about the historical Places of the city and how far are the Airport, Bus Terminal/Station, Cinema halls, commercial complexes, Railway Station etc.

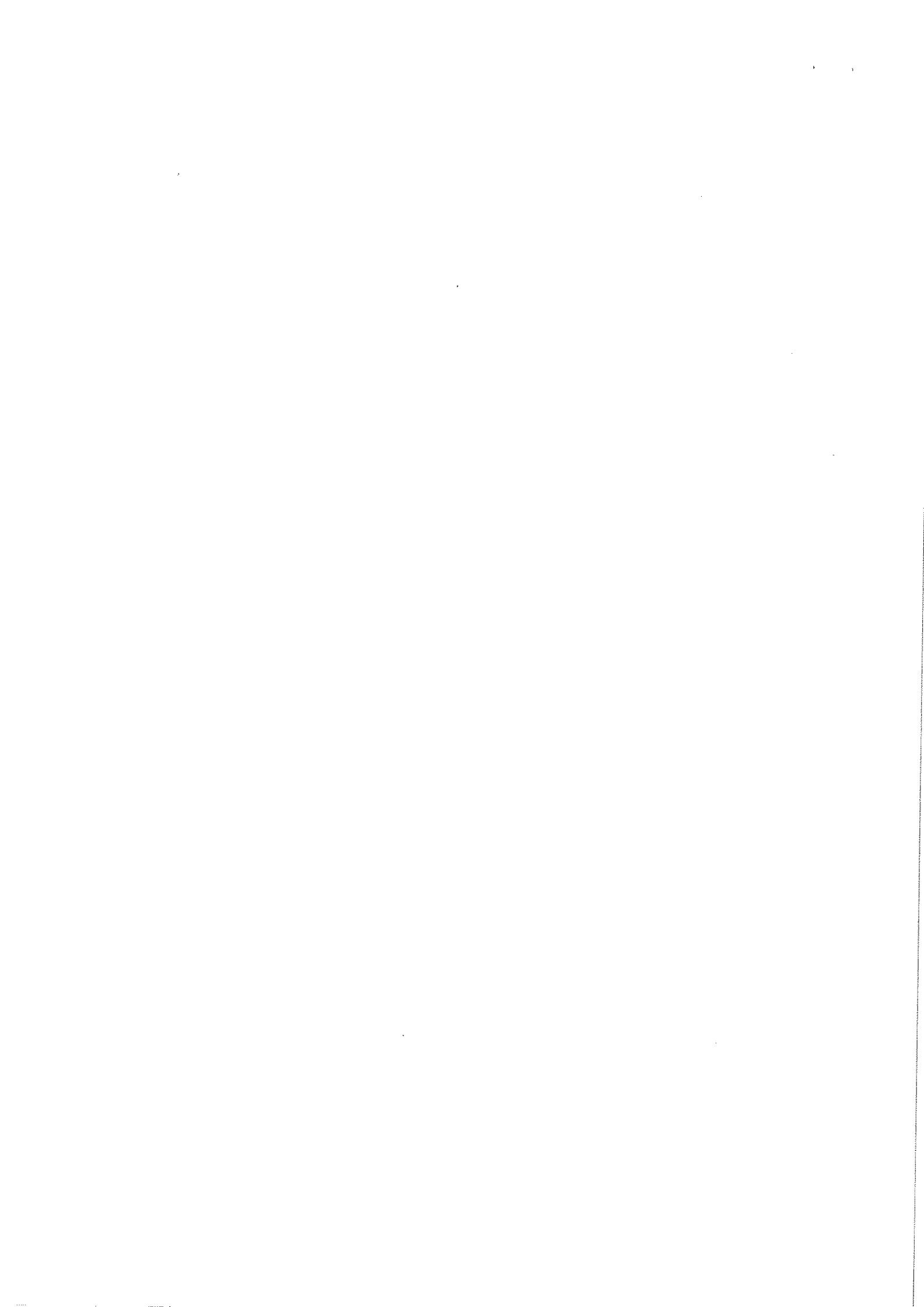
Team Work: All sections of a hotel work towards understanding the guest requirements and delivering them to perfection. This can only be achieved through co-ordination and co-operation. In its daily operations food & beverage department needs support of kitchen, housekeeping, front office, maintenance, laundry, purchase and receiving, personnel and various external suppliers. It is necessary that the wait staff have the ability to get along with everyone. They must help colleagues to perform better in their jobs and complete work as a team to satisfy customers.

Question No.11- Personal Attribute of F&B service?

Hair: - Hair should be kept healthy, trimmed and avoid dandruff. Hair should never fall over the eyes. Waitresses may adopt neat hair styles and particularly ensure a hair length which does not fall on to or below the collar or lengthy hair should be combed and tied neatly and properly.

Bath: - Bath everyday, without fail, before coming to shift.

Face: - Males should shave everyday, before coming to shift. Moustache, if kept must be neatly trimmed. Do not use strong aftershave. Ladies should wear only light make-up. Do not use heavy perfumes.





BHARTIYA SKILL DEVELOPMENT UNIVERSITY

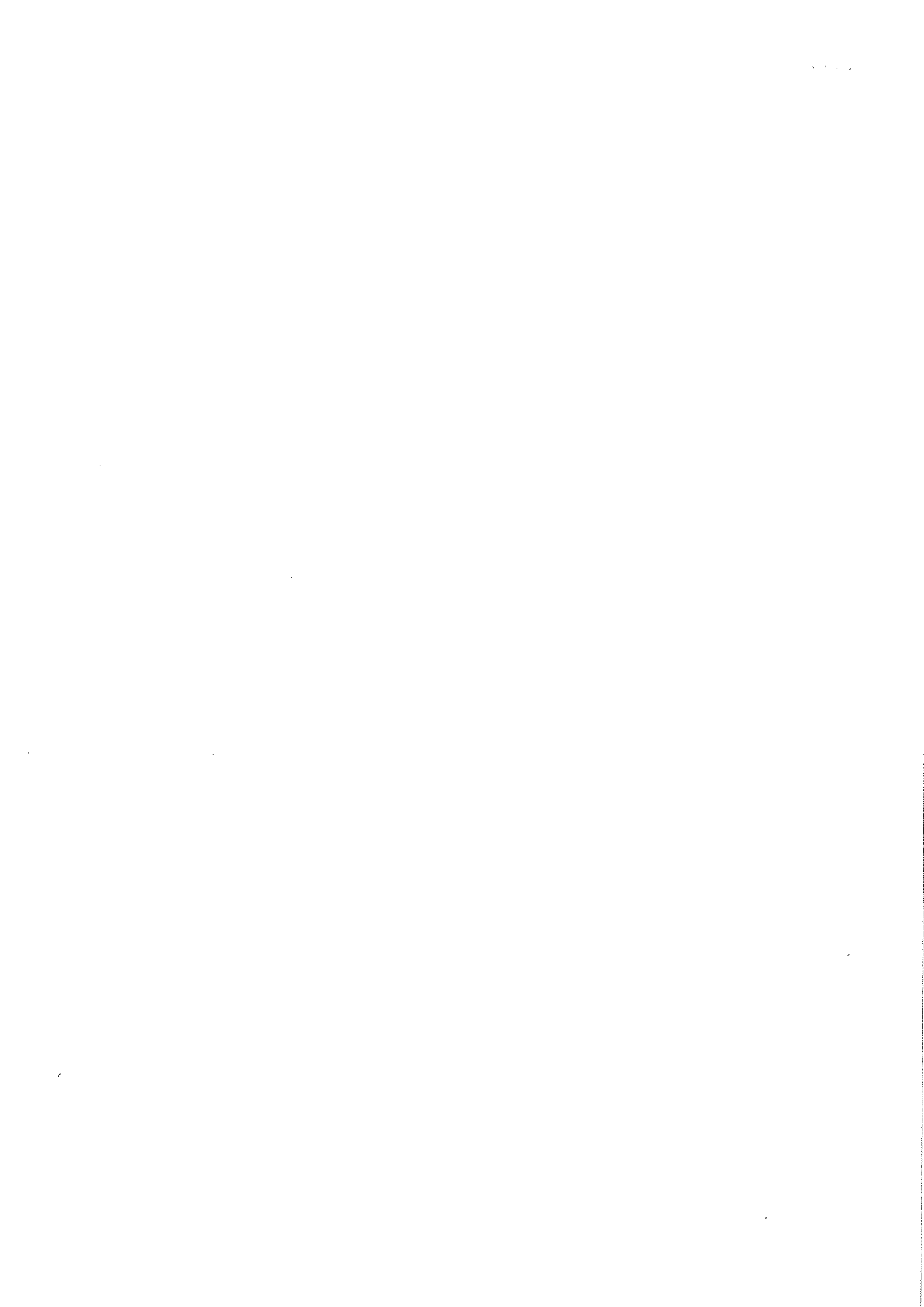
Teeth:- Teeth and a clean mouth are vital, both for appearance and a wholesome breath. Brush your teeth immediately before coming to duty. Do not eat onion, garlic or smoke before your shift. If you smoke, use mouthwash.

clean. Hands must always be clean, free of any stains and skin breaks. Always wash hands with soap, immediately after using toilets, eating, smoking or handling refuse.

Uniform:- Uniform should always be clean, laundered and ironed. Change uniform whenever it is visibly soiled. Change socks and undergarments everyday. Always carry a handkerchief and change it daily. Uniform must be worn only on duty and not for personal use.

Feet:- Feet need care, both for comfort and cleanliness. Keep toe nails trim and feet well washed. Corns and other painful blemishes may require treatment by a chiropodist disease. For more severe foot weakness medical advice should be sought. Socks or stockings should be changed and washed daily.

Shoes:- Wear comfortable closed toed shoes. Air your shoes. Waitresses should avoid excessively high and pointed heels and shoes should be daily polished.





School of Hospitality and Tourism Skills

Session: 2019-20 (summer Semester)

B. Voc. Program, 1st Semester,

2nd In-Sem. Examination

Registration No.:

SET-1

Course Code: SHT1160

Time: 1 Hour

Course Name: Food Production

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 – A

05X01 = 05 Marks

Question No.1- kitchen organization, which of the following employees works in the kitchen?

- a) Receptionist
- b) Concierge
- c) Chef de Service
- d) Commi de cuisine

Question No.2- who is responsible for clean dishes in Kitchen.

- a) Dish washer
- b) Head Chef
- c) Julienne
- d) Pastry Chef

Question No.3- What is made from the following ingredients: Flour, water, yeast, salt and olive oil?

- a) Sorbet
- b) Soup
- c) Focaccia
- d) Gugelhupf

Question No.4- Why is it important that we use whole food products in the kitchen?

- a) They contain more water
- b) The vitamins, minerals and fiber are present in the outer layer of cereals are important for a healthy diet
- c) The starch is found in wholefood products
- d) If we eat a lot of sugar, we stay slim

Question No.5- What do we do first when we enter the kitchen?

- a) Mise en place
- b) Washing and disinfecting hands
- c) Read the recipe
- d) cleaning the kitchen



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B. Voc. Program, 1st Semester,

2nd In-Sem. Examination

Section – B

03X02 = 06 Marks

Question No.6- Explain the term Mise en place?

Question No.7- What are the duties and responsibilities of an Executive chef/ Head chef?

Question No.8- What are the steps to be considered for storing the pre-cooked products?

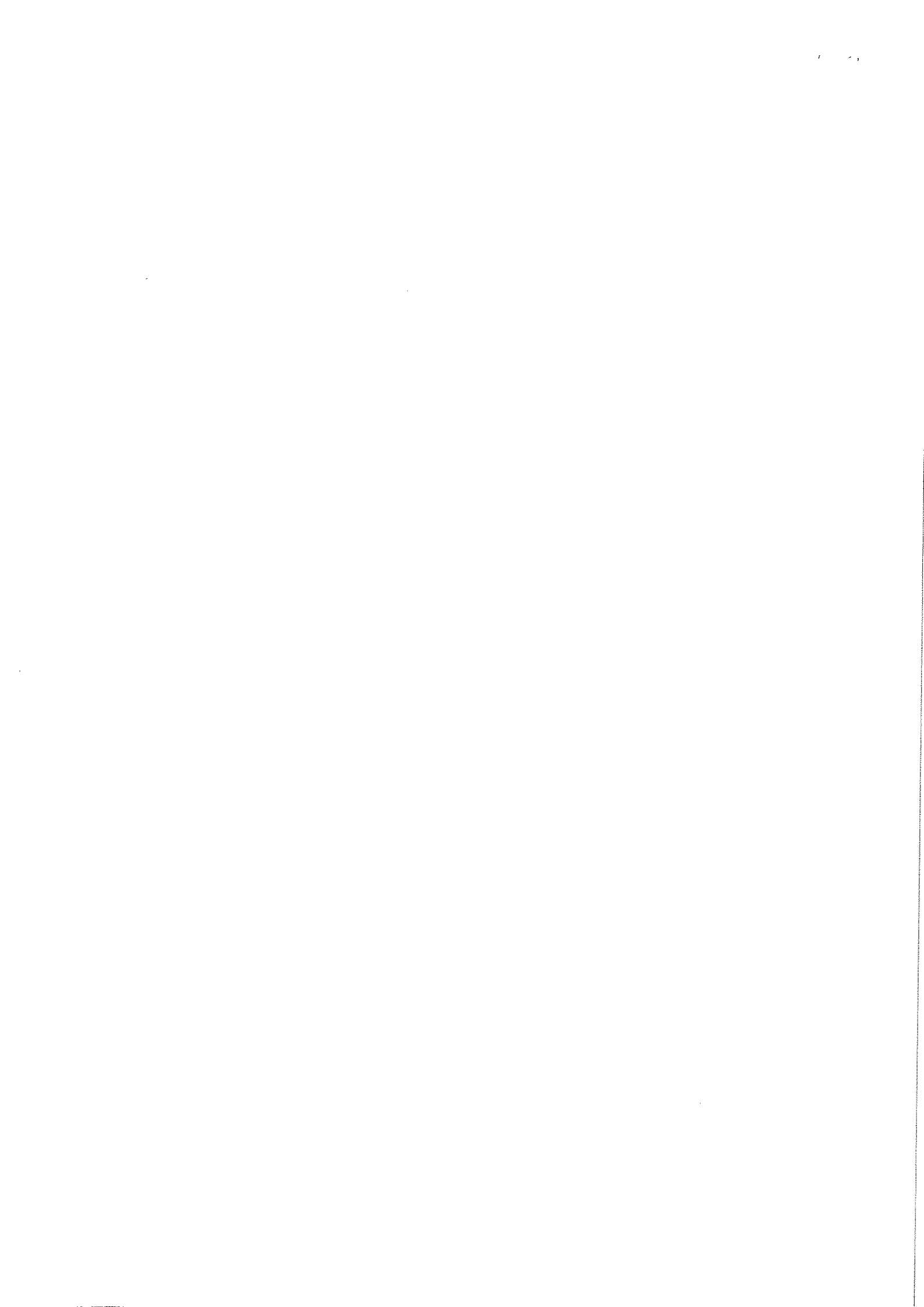
Section – C

03X03 = 09 Marks

Question No.9- What are the two types of Basic preparation and also explain the difference.

Question No.10- . Which preservation methods are used for preserving milk?

Question No.11- Describe in rough terms the production of a creamy soup.





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SET A(Answer Key)

Sect. A

Answers:

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

Section- B

1. Mice en place means the preparation and provision of material and food.
- 2 A head chef is responsible for the smooth running of the kitchen, menu planning, purchasing and the kitchen brigade.
- 3) All products must be dated and covered cleanly.

Section C

1. We undercut between dry cooking with hot air and wet cooking. Water, steam or fat can be used as a conductor for wet cooking methods.
2. Terminating, pasteurizing, adjusting, uprising Ultra High Pasteurization process.
3. Steam vegetables and onions in olive oil or butter and dust with flour. Then we deglaze with wine or stock and fill up. Cook until the vegetables are soft and mix in a mixing bowl. Season to taste and refine with cream, serve hot.

