



School of Hospitality and Tourism Skills

Session: 2019-20 (Summer Semester)

B. Voc. Program, 1<sup>st</sup>Semester,

2<sup>nd</sup>In-Sem. Examination

Set- B

Course Code: GEN SHT 1150<sup>2</sup>

Time: 1 Hour

Course Name: Intercompany Education

Max. Marks: 20

05 Objective type questions, each question carries 01 mark.

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

03 Essay type questions, each question carries 03 marks.

Section – A

05X01 = 05 Marks

Q1. Which two micro-organisms play an important role in the food industry?

- (A) Worms, snails
- (B) Mice, rats
- (C) Lizards, snakes
- (D) Bacteria, fungi

Q2. What are the two most common causes of fire?

- (A) Struggling children, angry parents
- (B) Human error, technical shortcomings
- (C) Recreational athletes, top athletes
- (D) Kitchen arbiter, construction worker


Q3. What is Food Waste?

- (A) These are food transporters that have a plate.
- (B) These are foods produced for human consumption that are lost or thrown away on their way from the field to the plate.
- (C) These are harvesters who work hard in the fields and do not have enough to eat.
- (D) These are animals that eat the farmers' food from the field.

Q4. What are pastel colours?

- (A) pale light colours
- (B) strong light colours
- (C) pale dark colours
- (D) strong dark colours

Q5. What does this sign mean?

	<ul style="list-style-type: none"> <li>(A) Attention Room without light</li> <li>(B) Attention stairs</li> <li>(C) Attention Hot</li> <li>(D) Attention wet ground/floor</li> </ul>
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## Section – B

03X02 = 06 Marks

**Q6.** Nutrition pyramids: name one recommendation per level for healthy and enjoyable eat and drink up.

**Q7.** What does the word additional sale mean?

Explain the meaning in one sentence.

**Q8.** Note 4 Example of an additional sale in the front office.

## Section – C

03X03 = 09 Marks

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

**Q10.** What are the principles to avoid bacteria's in our work area? What the effects of cold, warm and heat on growth of bacteria?

**Q11.** Which points must have to be considered to prevent damage in case of fire?

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## Answer key (Set B)

### Intercompany Education SHTS

Q1. (D) Bacteria, Fungi

Q2. (C) Human Failure, Technical Defects

Q3. (B) These are foods produced for human consumption that are lost or thrown away on their way from the field to the plate.

Q4. (A) pale light colors

Q5. (D) Attention wet ground

Q6. **nutrition pyramids, recommendations of the different levels**

- Moderate with pleasure
- Daily with Mass
- Sufficient daily
- at every main meal
- 5 a day in different colours
- Spread over the day

Q7. We recommend the guest in addition to the planned arrangement, through the sale receive we additional income = added value

Q8.

- Specialities from e.g. Jaipur
- Travel,
- Places of interest, visits to temples
- Traditional festivals

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**Q9.**

- Satisfied guests
- Pleasing feedback
- Good working climate
- Great team atmosphere
- My pleasure in my profession
- Personal and professional development

**Q10.**

- Cold slows down and stops the proliferation of bacteria.
- Heat promotes (accelerates) the proliferation of bacteria
- Heat kills bacteria

**Q11.**

- Avoid panic
- Alarm
- Initiate rescue measures
- fight fire
- Providing first aid

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(B)

## School of Hospitality and Tourism Skills

Session: 2019-20 (Summer Semester)

B. Voc. Program, 1st Semester,

2<sup>nd</sup> In-Sem. Examination

SET-B

Course Code: SHT1150

Time: 1 Hour

Course Name: FOOD & BEVERAGE SERVICE ASSOCIATE BASIC

Max. Marks: 20

### Instruction:

05 objective type questions, each question carries 01 mark.

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

03 essay type questions, each question carries 03 marks

### Section – A

05X01 = 05 Marks

Q1- What is the full form of KOT?

- a) Kitchen order tax
- b) Kitchen order ticket
- c) Kitchen operation team
- d) None of them

Q2- What is the full form of GM?

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

Q3- Who is the Head of manager?

- a) General manager
- b) Captain
- c) Supervisor
- d) Waiter

Q4- Which of the Following comes under banquet manager?

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

Q5- Restaurant comes under?

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

### Section – B

03X02 = 06 Marks

Q6- Draw Organizational structure/hierarchy?

Q7- What are the Duties and Responsibilities of Banquet Manager?

Q8- What are the duties and responsibility of captain?

### Section – C

03X03 = 09 Marks

Q9- What is mise en scene?

Q10- Personal Hygiene and Grooming for F&B Service staff?

Q11- Difference between job description and job specification?

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## Answer Key Set B

Course Code: SHT1150

Time: 1 Hour

Course Name: FOOD & BEVERAGE SERVICE ASSOCIATE BASIC

Max. Marks: 20

### Section – (Answers)

05X01 = 05 Marks

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

B) Kitchen order ticket

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

A) GENERAL MANAGER

Question No.3- Who is the Head of manager?

A) General Manager

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

A) Banquet Waiter

Question No.5- Restaurant comes under?

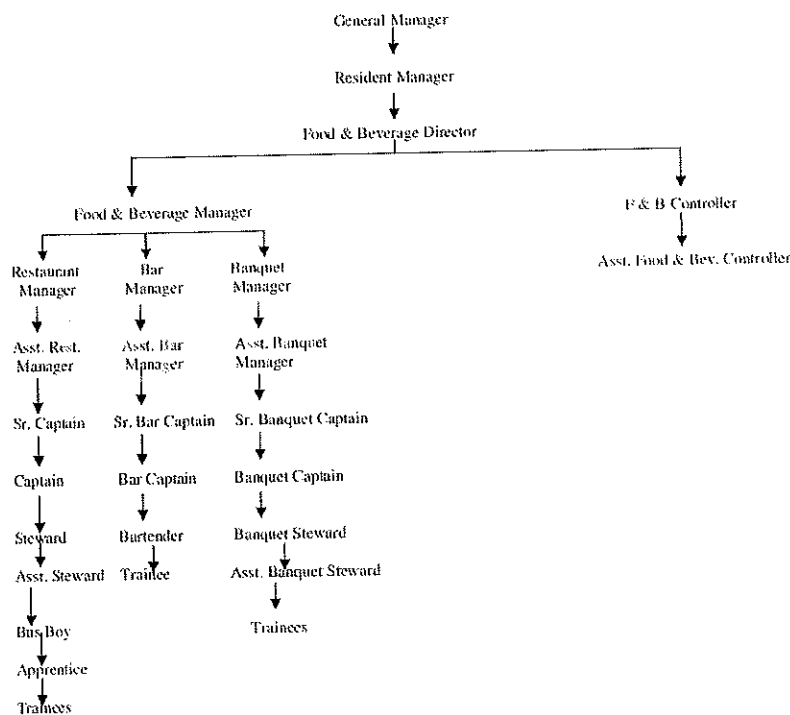
A) Food and Beverage service department

### Section – B

03X02 = 06 Marks

Question No.6- Draw Organizational structure/hierarchy?

#### Hierarchy in the Food and Beverage Department



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

**Ans. Restaurant Manager**

- He is the head of Banquet.
  - He ensures the smooth running of the Banquet service.
- 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, enquiries, booking, complains etc.
  - 4) He is responsible for the upkeep of the, 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 Captain?

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.

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## Section – C

03X03 = 09 Marks

**Question No.9-** What is mise en scene?

**Ans -** Closing duties.

'Mise en scene' refers to the preparation of a place before the action or service. In a hotel, mise en scene refers to getting the restaurant ready for service. For example: Creating a good ambiance with proper lighting, placement of furniture, flower decorations and other props.

**Question No.10-** Personal Hygiene and Grooming for F&B Service staff?

- Hair should be clean and well trimmed.
- The uniform should be spotlessly clean & well ironed.
- Nails should be well manicured & hands absolutely clean.
- Shoes should be always polished.
- Shaving must be necessary while entering the restaurant by waiter.
- Avoid excessive jewelry.
- Keep teeth clean.
- Bath as often as possible.
- Change socks daily.
- Use deodorant daily.
- Sneezing, Coughing or Blowing the nose near food or customer should be avoided.
- Shoes must be comfortable and clean.
- Avoid excessive perfume or aftershave.

**Question No.11-** Difference between job description and job specification?

- Job Specification - Job specification is a document that contains information about the skills and qualities required for a position. It includes information such as personal qualities, skills, formal education, technical qualification, work experience, previous training, physical skill & Communication skill.
- Job description - It is a document that contains duties, responsibilities and all the tasks that constitute a job position. It specifies the parameters within which a job is done. It not only includes duties and responsibilities but also contains report relationships, working conditions

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## School of Hospitality and Tourism Skills

Session: 2019-20 (Summer Semester)

B. Voc. Program, 1<sup>st</sup> Semester

2<sup>nd</sup> In-Sem. Examination

Set- B

Course Code: SHT 1160

Time: 1 Hour

Course Name: Food Production

Max. Marks: 20

- 05 Objective type questions, each question carries 01 mark.  
03 Short answer type questions, each question carries 02 marks.  
03 Essay type questions, each question carries 03 marks.

### Section – A

05X01 = 05 Marks

Q1- Why is it very important to handle food carefully and cleanly?

- a) Because there is a lot of vegetables and the price is low
- b) Because food poisoning can be very dangerous and can even lead to death
- c) Because they lead to overweight
- d) None of this applies

Q2- In the kitchen there is different jobs, which of the following is not the personnel in kitchen.

- a) Chef
- b) Dishwasher
- c) Commi de Cuisine
- d) Bell boy

Q3- Which of the dish does not contain cereals?

- a) Polenta
- b) Gratin Dophinoise
- c) Gnocchi Romaine
- d) Risotto

Q4- Which of the following should be consumed daily in large quantity.

- a) Water
- b) Butter
- c) Sugar
- d) None of the above

Q5- Which of the following terms is not a type of vegetable cut.

- a) Brunoise
- b) Juliennes
- c) Concasse
- d) Sous vide





**Section – B**

03X02 = 06 Marks

**Q6-** Name a dish made from potatoes.

**Q7-** Name the Ingredients present in milk?

**Q8-** Name the part of the grain from which the starch is obtained?

**Section – C**

03X03 = 09 Marks

**Q9-** Describe the blanching cooking method, how it is used, what the two variants, Name the products which can be blanched.

**Q10-** Which cooking method is used to add golden brown color to the top of the dish and which foods are suitable for it?

**Q11-** What is the main ingredient for a classic Italian sauce? Name a dish in which it is used.

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**Answer Sheet**  
**Set-B**

**Section -A**

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

**Section B**

6. Potato gratin, potato stock, all Indian dishes with potatoes
7. Water, fat, carbohydrates, protein, minerals, vitamins
8. from the core

**Section \_C**

9. A distinction is made between blanching in cold and boiling water. Cold bones, carcasses and fishing equipment are prepared and blanched which are leached out because one wants to have the taste and ingredients in the brew. Meat, potatoes and vegetables are blanched hot. These products should not be leached out and the vitamins and minerals should be preserved in the food.
10. Grating: eggs, cream, cheese, béchamel, hollandaise, crusts with breadcrumbs
11. Tomatoes, spaghetti Napoli, pizza, eggplant with parmesan, penne a arrabbiata





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**Session: 2019-20 (Summer Semester)**

**B. Voc. Program, 1<sup>st</sup> Semester,**

**2<sup>nd</sup> In-Sem. Examination**

**Set-B**

**Course Code: GEN SHT 1101**

**Course Name: English language & Comprehension**

05 Objective type questions, each question carries 01 mark.

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

03 essay type questions, each question carries 03 marks.

**Time: 1 Hour**

**Max. Marks: 20**

**Section – A**

05X01 = 05 Marks

**Q1** ..... away tomorrow morning. Their train is at 8:40.

- a) They were going
- b) They'll go
- c) They're going
- d) We will go

**Q2-** I like sports..... a lot of sport on TV.

- a) I watch
- b) I'll watch
- c) I shall watch
- d) I could watch

**Q3-** It's possible that I'll see you tomorrow

- a) I should see you tomorrow
- b) I must see you tomorrow
- c) I might see you tomorrow
- d) I could see you tomorrow

**Q4-** "used to" talks about

- a) Future
- b) Present
- c) Past
- d) For all

**Q5-** Where did James' parents die?

- c) France
- d) London
- c) Poland
- d) Morocco

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## Section – B

03X02 = 06 Marks

- Q6-** How does the narrator describe James' early childhood?
- Q7-** Describe how Aunt Spiker looks like?
- Q8-** With whom James was living after his parents died? What kind of person they were?

## Section – C

03X03 = 09 Marks

- Q9-** Where we can use "Used to"? Explain it with an example. Also write negative and question form of "used to".
- Q10-** Write in a paragraph about your industrial visit to Jaigarh Fort.
- Q11-** Introduce yourself. Write at least 5 sentences.

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**English Answer Sheet**

**Set-B**

**Sec A**

- Ans-01** c) They're going  
**Ans-02** a) I watch  
**Ans-03** b) I might see you tomorrow  
**Ans-04** c) Past  
**Ans-05** b) London

**Sec B**

**Ans 06- James early childhood-**

James had a happy life, living peacefully with his mother and father in a beautiful house beside the sea. There were always plenty of other children for him to play with, and there was sandy beach for him to run about on, and the ocean to paddle in. It was the perfect life for small for a small boy.

**Ans07- Aunt Spiker looks like-**

Aunt Spiker was lean and tall and bony, and she wore steel-rimmed spectacles that fixe onto the end of her nose with a clip. She had a screeching voice and long wet narrow lips, and whenever she got angry or exited, little flecks of spit would come shooting out her mouth as she talked.

**Ans08- With whom James was living after his parents died? What kind of person they were-**

James was sent away to live with his two aunts. Their names were Aunt Sponge and Aunt Spiker, they were both really horrible person. They were selfish and lazy and cruel, and right from the beginning they started beating poor James for almost no reason at all.

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## Sec -C

**Ans 09- Used to-**

**It talks about past**

**1) Past Habits-**

For Example- Matt used to drink coffee every morning

**2) States/ situations-**

For example- Sansa used to live in New York.

**Negative-** Didn't use to

**Question-** Did+sub+ use to?

**Ans10-Industrial visit to Jaigarh Fort-**

I went to Jaigarh Fort on 12th November with my batch mates and teachers for industrial visit. The Jaigarh Fort is an opulent structure built in the early 18th century. The Jaigarh Fort is a majestic stronghold built by Sawan Jai Singh II. This almost-intact fort is surrounded by huge battlements and is connected to the Amer Fort (also called 'Amber' Fort), with subterranean passages. Originally built to protect the Amer Fort and the palace within the complex, the Jaigarh Fort is architecturally similar to the Amer Fort, and offers a panoramic view of the city of Jaipur. The fort houses the world's largest cannon on wheels, a majestic palace complex and the assembly hall of the warriors known as 'Shubhat Niwas' along with a museum and an armory. Apart from the intricate architecture of the fort, the fort was also renowned for a huge treasure that was believed to be buried under the fort. The Jaigarh Fort was built to secure Jaipur City and the Amer fort from warlords and rivals.

**Ans11-Introduce yourself. For example-**

- a) My Name is Aryan.
- b) I am from Jaipur.
- c) I am 22.
- d) I am a student
- e) My favourite colour is Black.
- f) I am interested in art.

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**B. Voc. Program, 1<sup>st</sup>Semester,**  
**2<sup>nd</sup>In-Sem. Examination**  
**Set- B**

**Course Code: GEN SHT 1104**

**Course Name: Elementary Mathematics**

**Time: 1 Hour**

**Max. Marks: 20**

05 Objective type questions, each question carries 01 mark.

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

03 Essay type questions, each question carries 03 marks.

**Section – A**

05X01 = 05 Marks

**Q1. Convert: 12 feet into INCH =?**

(A) 144 Inch

(B) 144 cm

(C) 120 cm

(D) 156 Inch

**Q2. Convert: 13 cup (C) into tablespoons (tbsp) =?**

(A) 280 tbsp.

(B) 192 tbsp.

(C) 208 tbsp.

(D) 129 tbsp.

**Q3. Convert: 3 miles into yards =?**

(A) 5820 yards

(B) 2820 yards

(C) 5280 yards

(D) 2580 Yards

**Q4. Convert: 16 pound (lb) into ounces (oz) =?**

(A) 265 oz

(B) 256 oz

(C) 562 oz

(D) 526 oz

**Q5. Convert: 34 quarts into pints =?**

(A) 68 pints

(B) 86 pints

(C) 85 pints

(D) 58 pints

**Section – B**

03X02 = 06 Marks

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

156 \_\_\_\_\_ 13

**Q7. We bake 3 Carottes Cake.**

For 1 Carottes Cake we need:

For 3 Carottes Cake we need?

6 Egg yolks

250 g Sugar

300 g grated Carrots

1 pinch Salt

6 Egg White

50 g Sugar

300 g ground Almonds

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**Q8. We have 4 pack of cookies in one pack are 25 pieces. We share all cookies with 7 children, all children receive the same number of pieces, and the remaining pieces are for you.**

How many pieces of cookies does one child get? \_\_\_\_\_ pieces

How many pieces of cookies do you get? \_\_\_\_\_ pieces

## Section – C

03X03 = 09 Marks

**Q9. We has 12 guests for Diner. The bill for your consumption is: ₹ 6376.**

**Three guests each pay ₹ 700. One guest pay ₹ 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:**

- 20 Egg plants @ ₹ 25 per Piece \_\_\_\_\_
- 130gsugar @ ₹50 per kg \_\_\_\_\_
- 1,5kgcarrots @ ₹ 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 20:00pm the guests will come for dinner and everything in the restaurant must be ready. If you work two restaurant writers-students, you will need 4 hours 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? \_\_\_\_\_

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**Answer key (Set B)**

**Elementary Mathematics SHTS**

Q1. (A) 144 Inch

Q2. (C) 208 tbsp

Q3. (C) 5280 yards

Q4. (B) 256 oz

Q5. (A) 68 oz

**Sec-B**

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

Q7. 18 Egg yolks

750g Sugar

900g grated Carrots

3 pinch Salt

18 Egg white

150g Sugar

900g ground almonds

Q8. 14pcs per child of cookies/ 2pcs cookie for him

**Sec-C**

Q9. ₹ 3776 ₹472

Q10. ₹1284

Q11. 2 restaurant writer start on 4:00 pm // 3 restaurant writer start on 5:00pm

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