



BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Registration No.:

School of Hospitality and Tourism Skills
Session: 2019-20 (Summer / Winter Semester)
B. Voc. / M. Voc. Program, 1ST Semester,
End-Sem. Examination SET B

Course Code: SHT1130

Time: 2 Hours

Course Name: FRONT OFFICE ASSOCIATES BASIC

Max. Marks: 50

Instruction:

Section A -10 Objective type questions, each question carries 01 mark.

Section B- 04 Short answer type questions, each question carries 04 marks.

Section C- 04 Essay type questions, each question carries 06 marks

Section – A

10X01 = 10 Marks

Question No.1- What is Check-out?

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

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

- a) Occupied
- b) ON CHANGE
- c) Complimentary Room
- d) Do Not Disturb

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 Modes of Reservation?

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

Question No.5- Hotels consist of less than 101 rooms are Known as?

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

Question No.6- What is the full form of CP plan?

- a) Complimentary Plan
- b) Continental Plan
- c) Complex Plan
- d) Contradictory Plan

Question No.7- which of the following system come under Reservation?

- a) FIT
- b) Whitney
- c) Embassy
- d) Amendments

Question No.8- what do you mean by Folio?

- a) Voucher
- b) Statement of Account
- c) Ledger
- d) Master Folio

Question No.9 The Account made for Hotel staff for personal purchasing is also known as ...?

- a) Master Folio
- b) Employee Folio
- c) Visitor tabular ledger
- d) Guest Folio

Question No.10- The technical name of hotel software we use in hotel is.....

- a) Property Management system
- b) Point of sale
- c) Central reservation system
- d) None of these

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Section – B

04X04 = 16 Marks

Question No. 11- What are the duties and Responsibilities of Front office Manager?

Question No. 12 - What do you mean by term "Hotel"? What is the role of Front office department in the Hotel?

Question No. 13- Draw the Organizational chart of Front office department.

Question No. 14- Draw the format of Registration card.

Section – C

04X06 = 24 Marks

Question No. 15- What do you mean by Guest cycle? Explain the guest cycle process in steps.

Question No. 16- What is Reservation? Explain any three (3) sources and (3) modes of reservation.

Question No. 17- Explain any three (3) types of Reservation systems.

Question No. 18- What do you mean by Folios? Explain any three (3) types of Folios.



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SET-B

Sec-A (ANSWERS)

- | | |
|------|-------|
| 1) D | 6) B |
| 2) A | 7) B |
| 3) D | 8) A |
| 4) D | 9) B |
| 5) C | 10) B |

Sec-B (ANSWER)

Q.11. Reception Assistant (AGENT)

1. To answer the queries of the guest to their satisfaction and to provide information
2. To promptly register guests and to assign rooms to them
3. To update the room rack regularly
4. To complete pre-registration formalities for VIPs
5. To execute government formalities regarding foreigners
6. To prepare room reports and occupancy statistics
7. Send messages to the guests
8. To print the arrival list for the next day.

Q.12

Hospitality is about people welcoming other people into their homes or other places where they work or spend their time. People who welcome visitors are called hosts. The people they welcome are called guests.

- 1) **Ensure salesmanship:** They motivate the guest to spend more on various hotel facilities.
- 2) **As a problem solver:** Guest invariably approaches the front office for the help. In case they have a problem or complaint, the staffs have to be diplomatic and resourceful to solve the problem at the shortest possible time.
- 3) **As a coordinator:** Since they are reference point, the front office staffs are required to coordinate with other departments, airlines, travel agencies and city tour officers to give the guests personalized services.
- 4) **As an image builder:** As an extension to their salesman's role, front office staff can certainly generate a good image for the establishment in their manner of dress, communication, personal conduct and efficiency.

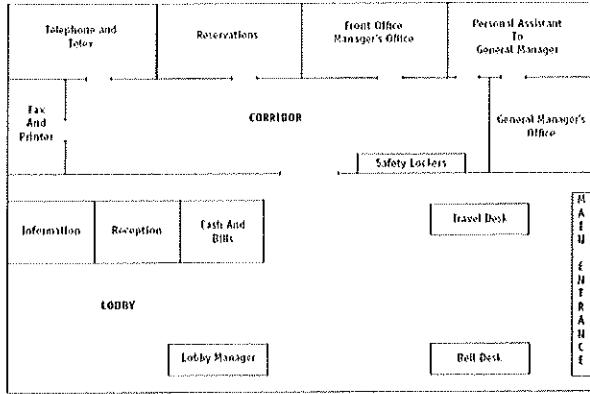
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Q.13



Q.14

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	

Sec-C (ANSWERS)

Q.15 Front office personnel

- Sell hotel rooms to the guest, which may be standard or deluxe rooms, executive or presidential suites etc.
- Accept advance booking of hotel room through telephone, fax, e-mail, websites, etc.
- Receive and register guests when they arrive at the hotel and assign them rooms according to their preference.
- Maintain accurate room status information.
- Maintain guest accounts and monitor credits.
- Handle guest demands and complaints.

Housekeeping coordination

- General Guest requests like extra towels are conveyed to housekeeping.
- Scanty baggage guests should be informed to the housekeeping so that they can be tracked.
- Housekeeping is also contacted for cleaning of lobby and front office areas.
- The Front Office Manager and Executive Housekeeper should meet frequently to review upcoming hotel activities.



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Q.16 After a guest arrives at the hotel, the front desk agent should complete the guest registration process. This is to make sure that the guest registration is completed as per the hotel standard and also to collect important guest information's.

When Guest arrives at the reception to check in:

- Greet the guest.
- Enquire the Last name / First name of the guest.
- Search for the reservation record and print registration card (if the same is not pre printed)

Present the Registration Card to guest for verifying

Q.17 Hotels charge their guests according to the Meal Plan

- 1) **EUROPEAN PLAN:** It includes only (Room Rate)
- 2) **CONTINENTAL PLAN:** It Includes (Room Rate + Breakfast)
- 3) **AMERICAN PLAN:** (It Includes (Room Rate + Breakfast+ Lunch +Dinner)
- 4) **MODIFIED AMERICAN PLAN:** It Includes (Room Rate + Breakfast +Lunch/ Dinner)
- 5) **BED AND BREAKFAST PLAN (B&B) OR BERMUDA PLAN:** It Includes (Room Rate + English Breakfast)

Q.18 a Ledger is a book in which the accounts of both resident and nonresident guests are entered. In simple words, it's a grouping of guest accounts.

This ledger aids in preparing the Profit and Loss account and Balance Sheet of A hotel.

a) Guest folios: Accounts assigned to individual persons or guestrooms

(b) Master Folios: Accounts assigned to more than one person or Guest room; usually reserved for guest groups

(c) Non-Guest (or semi-permanent) folios: Accounts assigned to Non-guest businesses or agencies with hotel charge purchase Privileges.

(d) Employee Folios: Accounts assigned to employees with charge Purchase privileges



School of Hospitality & Tourism Skills
Session: 2019-20 (Summer / Winter Semester)
B. Voc. / M. Voc. Program, 1st Semester,
End-Sem. Examination SET B

Course Code: SHT 1140

Time: 2 Hour

Course Name: Housekeeping/Laundry Basic

Max. Marks: 50

Instruction:

10 objective type questions, each question carries 01 mark.

04 short answer type questions, each question carries 04 marks.

04 essay type questions, each question carries 06 marks.

Section – A

10X01 = 10 Mark

Q.1. the only deputy to the executive housekeeper of a medium sized hotel is

- a) Night Supervisor
- b) Floor Supervisor
- c) Assistant Housekeeper
- d) General Manager

Q.5. Flower arrangements are done in the

- a) Green house
- b) Flower room
- c) Garden
- d) Horticulture Store

Q.2. who is solely responsible for providing clean serviceable uniforms to the staff of the hotel

- a) Uniform room supervisor
- b) Uniform room attendant
- c) Linen room Supervisor
- d) Linen room attendant

Q.6. in each guest floor linen, guest supplies, cleaning equipments, cleaning agents are kept in the

- a) Maids cart
- b) Employee exchange counter
- c) Floor pantry
- d) Housekeeping supply store

Q.3. the lost items of guest are forwarded to the

- a) Front Office
- b) Desk control
- c) Floor supervisor
- d) Lost and found

Q.7. the specialized plants are fostered in the

- a) Garden
- b) Green house
- c) Horticulture section
- d) Flower room

Q.4. Rooms which stock the uniform in current use is known as

- a) Tailors room
- b) Linen uniform room
- c) Uniform store
- d) Linen room

Q.8. the garden equipments such as lawn movers, spades, rakes etc stored in the

- a) Uniform store
- b) Linen room
- c) Horticulture store
- d) Heavy equipment store



Q.9. the main administration center of the housekeeping department

- a) Control desk
- b) Housekeepers office
- c) Floor pantry
- d) lost and found

Q.10. the section which should be managed 24 hrs is

- a) Floor pantry
- b) Laundry
- c) Lost and found
- d) Desk control

Section – B

04X04 = 16 Marks

Q.11. Explain the Types and Control of Keys?

Q.12. Explain the classification of cleaning equipment?

Q.13. what is Spring Cleaning?

Q.14. Explain Dirty Dozen?

Section – C

04X06 = 24 Marks

Q.15. State the activities of Linen Room?

Q.16. Discuss duties & responsibilities of Public area Supervisor?

Q.17. Name different type of cleaning agent and its Uses?

Q.18. Write about various steps in cleaning of occupied room?



Answer Key:

Section A:

- | | | | | |
|----------|----------|----------|----------|-----------|
| Q.1. (c) | Q.3. (d) | Q.5. (b) | Q.7. (c) | Q.9. (a) |
| Q.2. (a) | Q.4. (b) | Q.6. (d) | Q.8. (c) | Q.10. (d) |

Section B:

Q.11.(Ans):

- | | |
|---------------------|-------------------------|
| 1) Guest Room Key's | 4) Emergency Keys |
| 2) Master Keys | 5) Floor Supervisor Key |
| 3) Grand Master | 6) Guest Room Key |

Q.12.(Ans):

- Toilet brush** – Used for cleaning of W.C.
- Bottle brush** – These are used for overflow vents in wash basin and tubs.
- Flue Brush** – These are used for cleaning chimney.
- Feather brushes** – These are used for light dusting.
- Care and cleaning of brushes-** Brushes should be generally tapped on the hard surface to loosen the dirt and debris after the cleaning process. Frequent washing with water is avoidable. Brushes should be washed in warm and soapy water.

Q.13.(Ans):

Spring cleaning is the practice of thoroughly cleaning a house in the springtime. The practice of spring cleaning is especially prevalent in climates with a cold winter. In many cultures, annual cleaning occurs at the end of the year, which may be in spring or winter, depending on the calendar.

Q.14.(Ans):

The Dirty Dozen refers to twelve of the most common human error preconditions, or conditions that can act as precursors, to accidents or incidents. These twelve elements influence people to make mistakes.



Section C:

Q.15.(Ans):

Activities of linen room

1. Collection of soil linens.
2. Counting and **sorting** of the soiled linens.
3. Packing of the soiled linens for the laundry.
4. Dispatch of soiled lines to the laundry.
5. Receipt of fresh li nen from the laundry.
6. Checking and **sorting** of the fresh linens.
7. Storage of the fresh linens.

Q.16.(Ans):

Public Area Supervisor is responsible for the cleanliness of hotels public areas including hotel exteriors. He or She also need to train and inspect the performance of assigned public area attendants ensuring that all procedures are completed as per the hotel's operating standards.

Q.17.(Ans):

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.

Q.18.(Ans):

Cleaning an Occupied Room

1. Entering the guest room by following the set procedure.
2. Clearing the dustbins.
3. Collecting the used linen and putting it in the linen bag.
4. Making the bed.
5. Carrying out the guest room dusting.
6. Vacuuming of carpet and bedside mats.
7. the bathroom and replenishing the bathroom supplies.

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School of Hospitality & Tourism Skills
Session: 2019-20 (Summer / Winter Semester)
B. Voc. / M. Voc. Program, 1. Semester,
End-Sem. Examination SET B

Course Code: SHT 1160

Time: 2 Hours

Course Name: Food Production / Kitchen Basic

Max. Marks: 50

Instruction: (if any)

Section – A

10X01 = 10 Marks

10 objective type questions, each question carries 01 mark.

Q1.

What do you call the filled Italian dumplings which are cooked in water?

(A) Spaghetti

(C) Orecchiette

(B) Fusilli

(D) Ravioli

Q2.

What can be the cause of food poisoning?

(A) Order in the work place

(C) Open wounds, coughing and sneezing

(B) Over- salted food

(D) Washing hands too often

Q3.

Which of the foods listed below is not a vegetable?

(A) Barley

(C) Beets

(B) Garlic

(D) Bell peppers

Q4.

Which of the following expressions has nothing to do with cheese

(A) Rennet

(C) Salt bath

(B) Sour Cream

(D) Mozzarella



Q5.

What kind of vegetables cut it is. The vegetables are cut into strips about 3 cm long and 1 mm wide.

(A) Pommes Allumettes

(B) Concasse

(C) Juliennes

(D) Peysanne

Q6.

Which of the following products does not contain corn

(A) Polenta

(B) Popcorn

(C) Oatmeal

(D) Tortilla Chips

What is the finest degree of milling of the wheat grain, what is the final product called?

Q7.

(A) Flower

(B) Starch

(C) Semolina

(D) Whole meal flour

Q8.

Recycling is a key component of modern waste reduction!

We separate the waste in our kitchen. Which of the following packaging items is also disposed of separately for safety reasons to prevent accidents?

(A) Plastic bottles (Pet)

(B) Organic waste

(C) Glass/ broken glass and porcelain

(D) Cardboard

Q9.

Which of the following basic preparation types is not a wet cooking method?

(A) Poaching

(B) Grilling

(C) Steaming

(D) Blanching

Q10.

Ethics is a part of philosophy and asks for the Attitude or effect of human actions.

In the kitchen we have a responsibility to our guests and to ourselves.

(A) We do not waste food

(B) Healthy and tasty dishes for all human beings

(C) We cook at least 10 portions more every day to make sure we have enough food.

(D) We respect all living creatures.



Section – B

04X04 = 16 Marks

04 short answer type questions, each question carries 04 marks.

Q11.

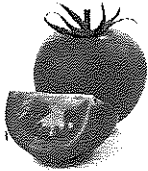
Waste of all kinds is generated at all stages of the extraction, production, processing and distribution of food. Identify the principles according to which waste management should be carried out in all establishments.

Q12.

Name the vegetables pictured in hindi and english



1.



2.



3.



4.

Q13.

Nutrients

The ingredients of food have different functions in the human body. Which ingredients are responsible for the following functions? Give at least one answer to each term.

1. Building materials
2. Energy supplying substances
3. Active ingredients
4. Functional substances

Q14.

Certainly you know the term Food Waste - explain what it means in a few words.



Section – C

04X06 = 24 Marks

04 long type questions, each question carries 06 marks.

Q15.

A diet rich in dietary fibers ensures a good digestive process and has other advantages. Which of the following statements are correct?

1. Stay long in the stomach and ensure a long lasting feeling of satiety
2. Provide the human body with 17 kj of energy per gram
3. Help prevent constipation.
4. Absorb water, swell, the volume increases.
5. Bind harmful substances and ensure rapid excretion
6. Are mainly found in slaughtered meat and fatty fish

Q16.

After wheat, rice is the most commonly grown cereal. Describe the preparation of a Bryanis in simple sentences.

Q17.

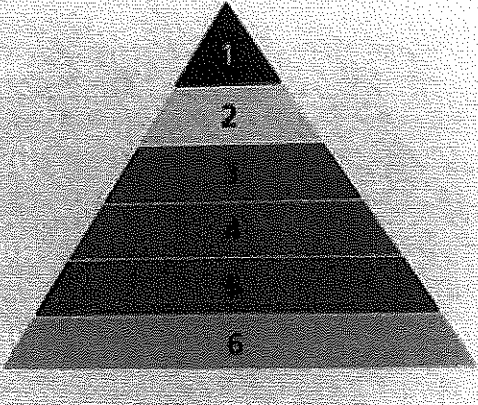
List 6 plant foods that are rich in carbohydrates.

Q18.

Pay attention to the body weight, overweight is not only a sign of wrong nutrition, but can also favour diseases. Therefore requires the cook to know the principles of nutrition and to apply them.

The food pyramid makes a recommendation for a healthy recommendation place the food/beverages in the right position.

Chips, Unsweetened herbal tea, Fruits, Mushrooms, Oil, Water, Almonds, Potatoes Fish Eggs Rice Red Bull

	<ol style="list-style-type: none">1. _____2. _____3. _____4. _____5. _____6. _____
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Set B

SKT 1160

Answer to the questions

Section – A

10X01 = 10 Marks

10 objective type questions, each question carries 01 mark.

Q1.	(D) Ravioli	Q6.	(C) Oatmeal
Q2.	(C) Open wounds	Q7.	(B) Starch
Q3.	(A) Barley	Q8.	(C) Glass/ porcelain
Q4.	(B) Sour Cream	Q9.	(D) Grilling
Q5.	(C) Juliennes	Q10.	(C) We cook more

Answer to the questions

Section – B

04X04 = 16 Marks

04 short answer type questions, each question carries 04 marks.

Q11.

Waste of all kinds is generated at all stages of the extraction, production, processing and distribution of food. Identify three principles according to which waste management should be carried out in all establishments.

Waste prevention

To buy food skillfully in large quantities and containers, to do without plastic bags and unnecessary packaging material if possible.

Waste reduction

Use of value-added containers, possibly reuse of packaging material

Waste recycling

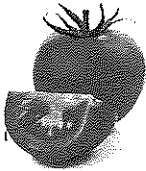
Proper recycling planning, waste separation/ organic/ plastic bottles/ gals/ cardboard



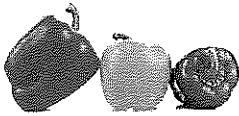
Q12. Name the vegetables pictured in hindi and english



1. Onions



2. Tomato's



3. Capsicum/ peppers



4. Carrots

Q13.

Nutrients

The ingredients of food have different functions in the human body. Which ingredients are responsible for the following functions? Give at least one answer to each term.

1. Building materials	1. proteins, minerals, water
2. Energy supplying substances	2. carbohydrates, fats,
3. active ingredients	3. minerals, vitamins
4. unctional substances	4. food fibres, colourings, flavourings, flavorings

Q14.

Certainly you know the term Food Waste - explain what it means.

Food waste

All food which ends up in the waste between production on the field and on the plate

Answer to the questions**Section – C**

04X06 = 24 Marks

04 long type questions, each question carries 06 marks.

Q15.

1. ✓ Stay long in the stomach and ensure a long lasting feeling of satiety
2. X Provide the human body with 17 kj of energy per gram
3. ✓ Help prevent constipation.
4. ✓ Absorb water, swell, the volume increases.
5. ✓ Bind harmful substances and ensure rapid excretion
6. X Are mainly found in slaughtered meat and fatty fish

Q16.

After wheat, rice is the most commonly grown cereal. Describe the preparation of a Bryanis in simple sentences.

Wash and boil the rice with bay leaves, cloves, lemon juice and salt. Sauté the vegetables in clarified butter and then marinate with yoghurt and various spices. Then layer everything in a heavy pot. Start with the vegetables, then rice, coriander, mint and saffron threads soaked in milk, then vegetables again etc. The whole thing is refined with ghee. Finally, fried onions, cashew nuts and raisins are put on top. Tighten the lid with the dough and cook slowly on a very low flame for 15 - 20 minutes. Serve with yoghurt

Q17.

List 6 plant foods that are rich in carbohydrates.


potatoes, rice, corn, wheat, rye, barley, millet, oats, buckwheat, sugar cane, ect,

Q18.

Pay attention to the body weight, overweight is not only a sign of wrong nutrition, but can also favour diseases. Therefore requires the cook to know the principles of nutrition and to apply them.

The food pyramid makes a recommendation for a healthy recommendation place the food/beverages in the right position.

Chips, Unsweetened herbal tea, Fruits, Mushrooms, Oil, Water, Almonds, Potatoes Fish Eggs Rice Red Bull

	<ul style="list-style-type: none">→ Redbull, Chips→ Oils & Fats, Almonds, Oil,→ Eggs, Fish→ Potatoes, Rice→ Mushrooms, Fruits→ Unsweetened herbal tea, water
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**School of Hospitality & Tourism Skills****Session: 2019-20 (Summer / Winter Semester)****B. Voc. / M. Voc. Program, 1. Semester,****End-Sem. Examination Set B****Course Code: 1107****Time: 2 Hours****Course Name: HT*-Mathematik (*Hotel & Tourism)****Max. Marks: 50****Instruction:**

1. questions do not have to be written on the answer sheet.
2. Answers must be noted clearly under the section and with the Q-No.

Section – A

10X01 = 10 Marks

10 objective type questions, each question carries 01 mark.

Q1. Addition: ₹ 461'654 + ₹ 34'739 =?

(A) ₹ 496'933

(B) \$ 496'393

(C) ₹ 496'393

(D) £ 496'933

Q2. Subtraction: ₹ 113'789 - ₹ 98'987 =?

(A) ₹ 14'802

(B) \$ 14'802

(C) ₹ 14'702

(D) £ 14'702

Q3. Multiplication: ₹ 6'832 x 381 =?

(A) ₹ 2'602'892

(B) £ 2'602'992

(C) ₹ 2'602'992

(D) \$ 2'602'992

Q4. Division: ₹ 575'208 : 24 =?

(A) ₹ 22'967

(B) ₹ 23'697

(C) ₹ 23'967

(D) £ 23'697

Q5. Calculate: 8655 – 2941 – 993 + 1523 – 3207 – 3237 =?

(A) - ₹ 200

(B) - 200

(C) - 210

(D) - ₹ 210

Q6. Convert: 34 feet into Inch =?

(A) 408 feet

(B) 412 Inch

(C) 408 Inch

(D) 412 Inch



Q7. Convert: 875'600 mm into km =?

- | | |
|--------------|---------------|
| (A) 875.6 m | (C) 0.8756 km |
| (B) 8.756 km | (D) 8756 dm |

Q8. Convert: 7 mile into yards =?

- | | |
|------------------|------------------|
| (A) 12'320 yards | (C) 12'320 Inch |
| (B) 12'230 yards | (D) 13'230 yards |

Q9. Convert: 54 km into dm =?

- | | |
|----------------|----------------|
| (A) 540.000 dm | (C) 540'000 mm |
| (B) 540'000 cm | (D) 540'000 dm |

Q10. Convert: 26 quart into pints =?

- | | |
|--------------|--------------|
| (A) 39 pints | (C) 78 pints |
| (B) 26 pints | (D) 52 pints |

Section – B

04X04 = 16 Marks

04 short answer type questions, each question carries 04 marks.

Q11. The express train takes 1178km from Delhi to Kathmandu (Nepal) 9½ hours.

a) How many kilometres did the train cover on average per hour?

Q12. Elena cooks 11 2/4 kg of jam. He fills the jam into glasses of 3/8 kg each.

A) How many full glasses does Elena get

Q13. 3.900kg White beets are peeled (peeling loss 14%) and then tourniet

(tournament loss 24%). For a garniture you need 80g of tourniet white beets per person. How many portions do you receive?

Q14. 24kg Fresh artichokes are tourneted to artichoke bases. This produces a waste of 82%.

How many kg of artichoke bottoms do you receive?



Section – C

04X06 = 24 Marks

04 long type questions, each question carries 06 marks.

Q15. The BSDU organizes an educational competition for skills students in Jaipur: the following prizes (prizes) were promised:

1.	price	₹ 20 000
2.	price	₹ 10 000
3.	price	₹ 5 000
4.-10.	price per	₹ 3 000
11.-20.	price per	₹ 2 000
21.-30.	price per	₹ 1 000
31.-58.	price per	₹ 500

A.) How many prizes were announced?

B.) How much prize money was spent on this competition?

Q16. One waiter charges for lunch (one starter ₹350, one butter chicken curry ₹625, one dessert ₹475) Total ₹1450. The guest pays with a ₹ 2000 note. The guest takes ₹500 from the change and leaves the rest of the money to the waiter for the good service.

A) Did the Waiter calculate correctly?

B) How much money must the waiter give back to the guest?

C) How much service money did the Waiter receive?

D) How much did the guests pay for lunch?

Q17. You have nothing at home and shop at the market the Ingredients for a Chocolate cake:

A) Calculate the purchase price you must pay:

B) Calculate the purchase price for one Chocolate cake:

Ingredients:

- 150g Dark chocolate à ₹ 200 per 100g
- 120 g Butter à ₹ 150 per 100g
- 6 Egg yolks à ₹ 25 per piece
- 6 Egg white à ₹ 25 per piece
- 200 g sugar à ₹ 50 per kg
- 1 (2,5 g) pinch of Cinnamon à ₹ 40 per pack
- 300 g Ground almonds à ₹ 425 per kg
- 1 (2,5 g) pinch salt à ₹ 10 per pack

Q18. Sameer exchanged ₹ 20 000 for \$ 447.63 for his internship in the USA

A) How many US dollars does Sameer get for ₹ 27 333.33?

B) How many rupees does Sameer have to pay for \$1,500?

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Answer to the questions

Section – A

10X01 = 10 Marks

10 objective type questions, each question carries 01 mark.

Q1.	(C) ₹ 496'393	Q6.	(C) 408 Inch
Q2.	(A) ₹ 14'802	Q7.	(C) 0.8756 km
Q3.	(C) ₹ 2'602'992	Q8.	(A) 12'320 yards
Q4.	(C) ₹ 23'967	Q9.	(D) 540'000 dm
Q5.	(B) - 200	Q10.	(D) 52 pints

Section – B

04X04 = 16 Marks

04 short answer type questions, each question carries 04 marks.

Q11. A) The express train covers **124 km per hour** (on average).

Q12. A) Elena receives 30 full glasses of jam

Q13. Peeling loss 0.546 kg = 3.354kg

Tournament loss 805 g = 2.549kg

31 Portions of white beet garnish (rest 69g white beet garnish)

Q14. **4.320kg Artichoke bottoms**

Section – C

04X06 = 24 Marks

04 long type questions, each question carries 06 marks.

Q15. A.) How many prizes were announced? **58 prizes**

B.) How much prize money has Total spent on this competition?

1.	Preis	₹ 20000
2.	Preis	₹ 10000
3.	Preis	₹ 5000
4.-10.	Preis (7)	₹ 21000
11.-20.	Preis (10)	₹ 20000
21.-30.	Preis (10)	₹ 10000
31.-58.	Preis (28)	₹ 14000
		<u>₹100000</u>

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Q16.

- A) Did the Waiter calculate correctly? **The Waiter has calculated correctly.**
- B) How much money must the waiter give back to the guest? **₹ 550**
- C) How much service money did the Waiter receive? **₹ 50**
- D) How much did the guest pay for lunch? **₹1500**

- Q17. A) Calculate the purchase price you must pay:
B) Calculate the purchase price for one Chocolate cake:

		<u>A)</u>	<u>B)</u>
• 150g Dark chocolate	à ₹ 200 per 100g	= ₹ 400	= ₹ 300
• 120 g Butter	à ₹ 150 per 100g	= ₹ 300	= ₹ 180
• 6 Egg yolks	à ₹ 25 per piece	= ₹ 150	= ₹ 150
• 6 Egg white	à ₹ 25 per piece	= ₹ ----	= ₹ ----
• 200 g sugar	à ₹ 50 per kg	= ₹ 50	= ₹ 10
• 1 (2.5g) pinch of Cinnamon	à ₹ 40 (20g) per pack	= ₹ 40	= ₹ 5
• 300 g Ground almonds	à ₹ 425 per kg	= ₹ 425	= ₹ 127.5
• 1 (2.5g) pinch salt	à ₹ 10 (50g)per pack	= ₹ 10	= ₹ 0.5
		A) = ₹ 1375	B) = ₹ 773

Q18. Sameer exchanged ₹20'000 for \$ 447.63 for his USA internship

- A) How many US dollars does Sameer get for ₹ 27'333.33 = ₹ 611'761
- B) How many rupees must Sameer pay for \$1500 = ₹ 67019'6368



School of Hospitality & Tourism Skills

Session: 2019-20 (Summer / Winter Semester)

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

End-Sem. Examination Set B

Course Code: GEN 1108

Time: 2 Hours

Course Name: HT*-English (*Hotel & Tourism)#

Max. Marks: 50

Instruction: All questions are compulsory.

Section – A

10X01 = 10 Marks

10 objective type questions, each question carries 01 mark.

Q1. Which one of these is not a synonym of frantically:

(A) Excitedly

(C) Wildly

(B) Crazyly

(D) Calmly

Q2. Which one is not correct:

(A) For 15 years

(C) Since 20 minutes

(B) Since 1947

(D) For three days

Q3. ----- 50 states in the USA. :

(A) Are there

(C) There are

(B) There is

(D) Is there

Q4. Where ----- you from? :

(A) Is

(C) Am

(B) Are

(D) It's

Q5. Make a question from these words (the shops/ are / open today). :

(A) Open today the shops are?

(C) Are open today the shops?

(B) The shops are open today?

(D) Are the shops open today?

Q6. Where ---- the children? I don't know they.... here a few minutes ago.. :

(A) are, were

(C) was, was

(B) are, was

(D) Was, were



Q7. Juia and I are good friends. I her and she me. :

(A) likes, likes

(B) like, like

(C) like, likes

(D) likes, like

Q8. Write the negative of – He has a bath every day. :

(A) He don't have a bath every day.

(B) He doesn't have a bath every day.

(C) He wasn't have a bath every day.

(D) He won't have a bath every day.

Q9. Write in an order- (on Sundays / work / do / you /) :

(A) Do you work on Sundays?

(B) You do work on Sundays?

(C) Do work on Sundays you?

(D) On Sundays do you work?

Q10. Which one of these is not correct-

(A) She isn't tired, but he's

(B) No, he won't

(C) No, there isn't

(D) Yes, he will

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Section – B

04X04 = 16 Marks

04 short answer type questions, each question carries 04 marks.

Q11. Introduce yourself. Write at least 5 sentences.

Q12. Why do you think Miss Spider hates paint?

Q13. Why was James very unhappy?

What happened to James's parents?

Where were they when tragic event occurred?

Q14. Who are cloud men?

What peculiar thing they were doing with their hands?

Section – C

04X06 = 24 Marks

04 long type questions, each question carries 06 marks.

Q15. Write summary of the story James and the Giant Peach.

Q16. How does the story James and the Giant Peach ended in lesson 39? Explain.

Q17. What are the funny little thin black things gliding through the water?

How does James and his friends escaped? Explain.

Q18. Write in a paragraph about your industrial visit to Jaigarh Fort.



12
WEN 1108
A

Answer to the questions

Section – A

10X01 = 10 Marks

10 objective type questions, each question carries 01 mark.

Q1.	(D) Calmly	Q6.	(A) are, were
Q2.	(C) Since 20 minutes	Q7.	(C) like, likes
Q3.	(C) There are	Q8.	(B) He doesn't have a bath every day.
Q4.	(B) Are	Q9.	(A) Do you work on Sundays?
Q5.	(D) Are the shops open today?	Q10.	(A) She isn't tired, but he's

Section – B

04X04 = 16 Marks

04 short answer type questions, each question carries 04 marks.

Q11. 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 favorite colour is Black.
- f) I am interested in art.

Q12. Miss Spider hates paint:

Miss Spider announced she detest paint. It frightens her. It reminds her of Aunt Spiker, because the last time she painted her kitchen ceiling Miss Spider's poor darling grandmother stepped into it by mistake when it was still wet, and there she stuck. All through the night they could hear her calling to them, saying 'Help! help! help! and it was heart-breaking to listen to her. Miss Spider proceed, but what could be do? Not a thing until the next day when the paint had dried, and then of course we all rushed over to her and calmed her down and gave her some food. Believe it or not, she lived for six months like that, upside down on the ceiling with her legs stuck permanently in the paint.

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Q13. James is very 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.

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.

Q14. The Cloud-Men:

James and his friends saw tall, wispy, wraithlike, shadowy, white creatures who looked as though they were made out of a mixture of cotton-wool and candyfloss and thin white hairs. They were Cloud-Men.

The Cloud-Men were all standing in a group, and they were doing something peculiar with their hands. First, they would reach out (all of them at once) and grab handfuls of cloud. Then they would roll these handfuls of cloud in their fingers until they turned into what looked like large white marbles. Then they would toss the marbles to one side and quickly grab more bits of cloud and start over again. It was all very silent and mysterious. The pile of marbles bedside them kept growing larger and larger. They were making hailstones and snow.

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04 long type questions, each question carries 06 marks.

Q15. Summary of James and Giant Peach:

James and the Giant Peach is the story of a young boy who escapes an abusive home in a magical peach. Along the way, he makes new friends, and discovers the joys of freedom and friendship, which had previously been alien ideas to him.

At the opening of the novel, James is living with his two terrible aunts after an accident at the zoo claimed the lives of both his parents. Upon moving in with his aunts, James' life of abuse begins immediately. His aunts treat him terribly, forcing him to work all day long, denying him any friends or schooling, and calling him names. James is terribly surprised then, when he finds a mysterious old man hiding in the bushes. The man gives James a bag full of magic beans and warns him to be very careful with them as they are extremely powerful. While he is running back to his house, James trips and spills the beans in his Aunts' garden. The beans immediately burrow their way into the ground and produce a massive peach at the top of the peach tree. When no one is around, James sneaks up to the peach and finds a magical tunnel there. He climbs inside and is greeted by a host of giant insects, including a Grasshopper, a Ladybug, a Spider, and a Centipede. Through the course of their journey, these insects become James' closest friends.

After chewing through the vine that connects the peach to the tree, the travellers are off, rolling down the massive hill toward the sea. Once the travellers reach the sea, their troubles begin. First, the peach is attacked by a flock of hungry sharks. James uses his quick thinking to concoct a plan using the Earthworm as bait to lure seagulls close to the peach so he can lasso them for their flying power. When James has successfully ensnared 501 seagulls, the peach is lifted out of the water to the safety of the skies. The travellers' good luck does not last long, however, when Centipede is accidentally knocked off the side of the peach and James must jump overboard to find him again. Later, Centipede insults the frightening Cloud Men, who retaliate by pelting the travellers with homemade hailstones.

After their encounter with the Cloud Men, the travellers safely reach New York City where they land and are welcomed with a massive parade. Upon arriving in New York City, each of the travellers leads a life of wealth and success. Centipede becomes the Vice-President of a boot and shoe manufacturing company, Silkworm and Spider start a company weaving ropes for tightrope walkers, Grasshopper becomes a member of the New York Symphony, Glow-worm becomes the light inside the torch of the Statue of Liberty, and Ladybug marries the head of the fire department and lives happily ever after. But perhaps James has the brightest future of all: he moves into Central Park, having converted the giant peach pit into a makeshift home, and spent the rest of his days telling stories about his adventures to all the hundreds of visitors who flocked to his door each day. The boy who once had no friends at all now has all the friends and playmates in the world.

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Q16. What happened to travelers in the end? :

The journey ended, but the travelers lived on. Every one of them became rich and successful in the new country.

The centipede was made Vice-President-in-charge-of-sales of high-class firm of boot and shoe manufacturers.

The Earthworm with his lovely pink skin, was employed by a company that made women's face creams to speak commercials on television.

The Silkworm and Miss Spider, after they had both been taught to make nylon thread instead of silk, set up a factory together and made ropes for tightrope walkers.

The Glow-worm became the light inside the torch on the Statue of Liberty, and thus saved a grateful city from having to pay huge electricity bill every year.

The Old-Green-Grasshopper became a member of the New York Symphony Orchestra, where his playing was greatly admired.

The Ladybug, who had been haunted all her life by the fear that her house was on fire and her children all gone, married the Head of the Fire Department and lived happily ever after.

And for the enormous peach stone..it was set up permanently in a place of honor in Central Park and became a famous monument. But it was not only a famous monument. It was also a famous house. And inside the famous house there lived a famous person----- JAMES HENRY TROTTER himself.

Q17. Funny little thin black things are:

Those funny little thin black things are sharks. They get rid of them with the help of James idea. James explain his idea to the other travellers that 'm going to take a long string and going to loop one end of it around a seagull's neck. And then I'm going to going to tie the other end to the stem of the peach. Then he will do the same thing to another seagull, the another and another--.

James used Earthworm as a bait for seagulls. James watched the seagull as it came swooping down toward the Earthworm. And then suddenly it was so close that he could see it's small black eyes and its curved beak, and the beak was open, ready to grab a nice piece of flesh out of the Earthworm's back.

"Pull!" shouted James. The Old-Green-Grasshopper and the ladybug gave the Earthworm's tail an enormous tug, and like magic the Earthworm disappeared into the tunnel. At the same time up went James's hand and the seagull flew right into the loop of silk that he was holding out. The loop, which had been cleverly made, tightened just the right amount around its neck, and seagull was captured.



Quickly, the five hundred and second seagull was caught and harnessed to the peach stem. And then suddenly, but slowly, majestically, like some fabulous golden balloon. With all the seagulls straining at the strings above.

The giant peach rose up dripping out of the water and began climbing toward the heavens.

Q18. 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.

