



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Registration No.: .....

School of Hospitality & Tourism Skills

Session: 2020-21 (Summer Semester)

B. Voc. Program, First Semester,

1<sup>st</sup> In-Sem. Examination

Course Code: SHT 1120

Time: 1 Hour

Course Name: Intercompany Education Hospitality I

Max. Marks: 20

Instruction:

## Section – A

Objective type questions, each question carries 01 mark.

05X01 = 05 Marks

Q1. Which One of the Following Is Not Available In the In-Flight Menu

C) Ymca

D) Unhcr

A) Beer

B) Red Wine

C) White Wine

D) Cigarettes

Q4 Which Restaurant Chain Was Involved In A Controversy Related To Beef Follow

A) Mc Donalds

B) Nirulas

C) Kentucky Fried Chicken

D) Wimpey's

Q2 What Is a Motel

A) A Small Hotel

B) A Small Hotel on the Highway Where Motorists Check In

C) A Large Hotel with Packing Facilities

D) A Hotel with a Restaurant

Q5 Why Are Electric Kettles Provided In Four Star And Five Star Hotels

A) So That Guests Could Drink Hot Water

B) So That They Could Make Tea Or Coffee On Their Own

C) So That They Could Use This Water For Washing Purposes

D) None Of These

Q3 Which One of the Following Organizations Is Operating Youth Hostels around the World

A) Care

B) Unesco

## Section – B

3X02 = 06 Marks

Short answer type questions, each question carries 02 marks.

Q.1. What does you mean by Hotel?

Q.2 Explain the benefits grooming?

Q.3 Explain Coordination?

## Section – C

03X03 = 09 Marks

Essay type questions, each question carry 03 marks.

Q.1. Explain the Housekeeping co-ordination?

Q.2. Describe the hygiene.

Q.3. Mention the importance of front office management?

SET A

*[Handwritten signature]*



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**Answer Key: INTERCOMPANY COMPANY (SET A)**

**Section A:**

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

**Section B:**

1. A hotel is an establishment that provides paid lodging on a short-term basis. ... Hotel rooms are usually numbered (or named in some smaller hotels and B&Bs) to allow guests to identify their room. Some boutique, high-end hotels have custom decorated rooms. Some hotels offer meals as part of a room and board arrangement.
2. Grooming maintains a healthy coat and skin. Regular nail trims not only help keep the nails short but helps reinforce healthy foot structure and posture, and reduces the risk of infection. Your pet will look and smell great. Regular visits may result in early detection of issues with ears, skin, teeth and more.
3. The process of organizing people or groups so that they work together properly and well and the harmonious functioning of parts for effective results the game requires excellent hand-eye coordination.

**Section C:**

1. The repairing and maintenance of broken furniture and fixtures. The painting of the required area in the hotel. Repairing pipes and electric points in the guest rooms. Collection of soiled uniforms from the Maintenance staff and provision of ready uniforms to them daily.
2. Hygiene is a concept related to cleanliness, health and medicine. ... In general, hygiene refers to practices that prevent spread of disease-causing organisms. Cleaning processes (e.g., handwashing) remove infectious microbes as well as dirt and soil, and are thus often the means to achieve hygiene.
3. Front Office Department plays a vital role in a hotel, and it is the face of a hotel or hospitality establishment. It is the first and the last department where a guest interacts. The Front Office Department is responsible for creating first hand impressions regarding the level of services and facilities provided.



**School of Hospitality and Tourism Skills**  
**Session: 2020-21 (summer Semester)**  
**B. Voc. Program, 1st Semester,**  
**1<sup>st</sup> In-Sem. Examination**

**Course Code: SHT1130**

**Course Name: FRONT OFFICE ASSOCIATES 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 – A**

**05X01 = 05 Marks**

**Question No.1-** What is Check-In?

- a) Arrival of a Guest
- b) Check out of Guest
- c) Departure
- d) Out of Order

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

- a) Occupied
- b) Out of order
- c) Arrival
- d) Front office manager

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

- a) Front Office Manager
- b) Lobby Manager

- c) Executive
- d) Supervisor

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

- a) Travel Agent
- b) Letter
- c) Mail
- d) Fax

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

- a) Very large Hotel
- b) Large hotel
- c) Small hotel
- d) Medium hotel

**Section – B**

**03X02 = 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 – C**

**03X03 = 09 Marks**

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

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

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

SET A

*msd*



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Course Code: SHT1130

Course Name: FRONT OFFICE ASSOCIATES BASIC

Max. Marks: 20

## Section – (Answers) SET A

05X01 = 05 Marks

Question No.1- What is Check-In?

- a) Arrival of a Guest

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

- a) Occupied

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

- b) Front Office Manager

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

- c) 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.

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	



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## Section – C

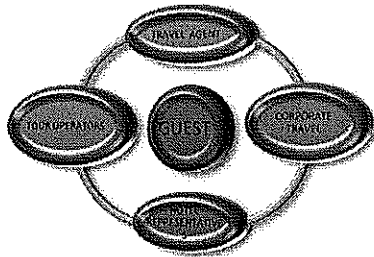
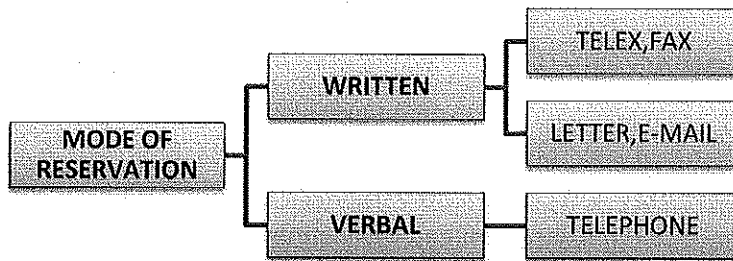
03X03 = 09 Marks

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

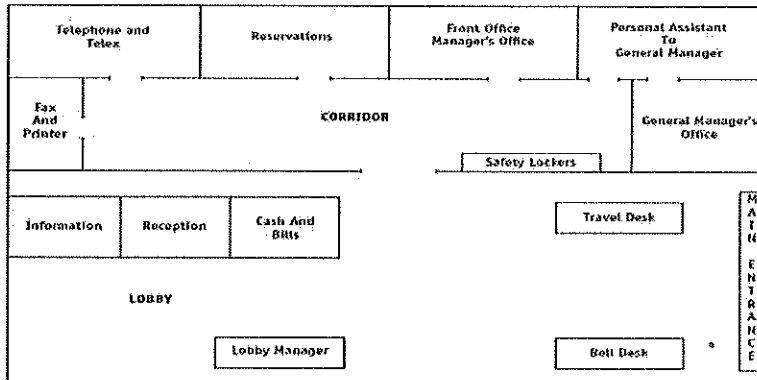
Ans.

Guest Registration Card		No.:
Name	First Name / Middle	Date of Birth
Address	Address No.	
City	Date of Issue	
State / Province	Place of Issue	
Country	Date of Arrival in India	
Room No.	Proposed duration of stay in India	
Room Type	Whether employed in India	Y / N
Room of Hotel	Registration Certificate No.	
Room of Hotel	Date of Issue	
Room of Hotel	Place of Issue	
Room of Hotel	I agree to abide by the Hotel Rules & Regulations.	
Room of Hotel	Guest's Signature	Manager's Signature
Room of Hotel	FOR OFFICE USE ONLY	
Room of Hotel	Passport Class	Page No.

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

Registration No.: .....

School of Hospitality & Tourism Skills

Session: 2020-21 (Summer Semester)

B. Voc. Program, First Semester,

1<sup>st</sup> In-Sem. Examination

Course Code: SHT 1140

Time: 1 Hour

Course Name: Housekeeping Associate Basics

Max. Marks: 20

Instruction:

## Section – A

Objective type questions, each question carries 01 mark.

05X01 = 05 Marks

Q.1. If You Are Staying In A Five Star Hotel, You Are An

- A) Extra High Budgeted Tourist
- B) Guest of the Hotel
- C) Middle Budgeted Tourist
- D) Guest of the Company That Has Invited You

Q.2 Which Is the First State in India to Convert Its Maharaja's Into Hotel

- A) Rajasthan
- B) Kashmir
- C) Uttar Pradesh
- D) Madhya Pradesh

Q.3. Which Is the Hotel On Wheels

- A) Motel
- B) Rotel
- C) Floatel
- D) Airtel

Q.4. We Can Find Unique Artifacts and Accommodations In ----- Hotel

- A) Floating Hotel
- B) Motel
- C) Palace Hotels
- D) None of These

Q.5 Linen store contain

- A) Water tank
- B) Files & Forms of front office department
- C) Bulky items used by the housekeeping staff
- D) Linen for the smooth Functioning of Hotel

## Section – B

Short answer type questions, each question carries 02 marks.

03X02 = 06 Marks

Q.1. what is Housekeeping Department?

Q.2 Explain the importance of Room Status symbols?

Q.3 State the qualities required for Housekeeping?

## Section – C

Essay type questions, each question carry 03 marks.

03X03 = 09 Marks

Q.1. Explain any 5 Type of Room Symbols?

Q.2. Define the DNCO? Explain?

Q.3 Explain the Laundry in the Hotel?

SET A

MBK



**Section A:**

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

**Section B:**

**Answer 1. Housekeeping definition**

Housekeeping means performing all the duties towards cleaning, maintaining orderliness, and running a house or a business property. In case of hotels, the housekeeping duties involve maintaining the hotel to the best possible state in terms of cleanliness, and keeping it at highly desirable ambience.

**Answer 2. Room Status Definition**

During the guest stay, the housekeeping status of the guest room changes several times. The various terms defined are typical of the room status terminology of the lodging industry. Not every room status will occur for each and every guest during their stay at the hotel. Changes in this status should be promptly communicated to the front office in order to maximize room sales and revenue. Maintaining timely housekeeping status requires close coordination and cooperation between the front desk and the housekeeping department for the Non- Automated / Semi-Automated hotels.

**Answer 3.**

**Attributes Required for Housekeeping Personnel**

Trustworthy, often, you'll be leaving your home unprotected when house cleaning comes by. Attentive. If you provide clear instruction, will your house cleaning staff pay attention? Loyal, Flexible, Caring, References, Other Work as a Caregiver, Laundry, Trash, and Odd Jobs.

**Section C:**

**Answer 1. The procedure of room check list**

1. Occupied Room O or OCC. A guest is currently registered to the room.
2. Complimentary Room Comp. The room is occupied but the guest is not to be charged for its use.
3. Stay over Room - The guest is not checking out today and will occupy the room for at least one more night.
4. On-Change Room O/C The guest has departed but the room has not yet been cleaned and readied for sale.
5. Do Not Disturb DND the guest has requested not to be disturbed. 6. Sleep out Room - The guest is registered to

**Answer 2.**

**DNCO:-**

The guest made arrangements to settle his/ her a/c but has left without informing the front office.

**Answer 3. The Laundry in the Hotel**

Washing and Dry cleaning:-

If required the soiled linens are treated to remove stains before the washing process. To reduce operational cost nowadays hotels use chemicals (bleaches, detergents, softeners etc.) while washing process to remove stains instead of treating laundry items separately before washing.





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Registration No.: .....

School of Hospitality and Tourism Skills

Session: 2019-20 (Summer Semester)

B. Voc. Program, 1st Semester,

1<sup>st</sup> In-Sem. Examination

Course Code: SHT1150

Time: 1 Hour

Course Name: FOOD & BEVERAGE SERVICE 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 – A05X01 = 05 Marks

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

- a) Standard operating procedure
- b) Standard option processes
- c) Staff option processes
- d) Super operating procedure

- c) Executive
- d) Steward

**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.4-** Which of the Following comes under bar manager?

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

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

- a) Restaurant manager
- b) Captain

**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 are the duties and responsibilities of captain?

**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-** What is the role of bar waiter?

SET A

~~ME~~



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Course Code: SHT1150

Time: 1 Hour

Course Name: FOOD & BEVERAGE SERVICE ASSOCIATE BASIC

Max. Marks: 20

## Section – (Answers) SET A

05X01 = 05 Marks

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

- A) Standard operating procedure

**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 are the duties and responsibilities of captain?

**Ans..** He sees to it that his staff reports to duty in time and in proper uniform. He ensures that courteous and personalized service is given to the guests by his staff. He deals with restaurant correspondence on reservations, enquiries, booking, complains etc. He is responsible for the up keep of the restaurant, manager's desk and their equipment. He deals with the complaints against his staff and other complaints of the guests. Participants in the selection of F&B Personnel  
Conducts regularly scheduled meeting of F&B Personnel.

**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.**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.

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



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

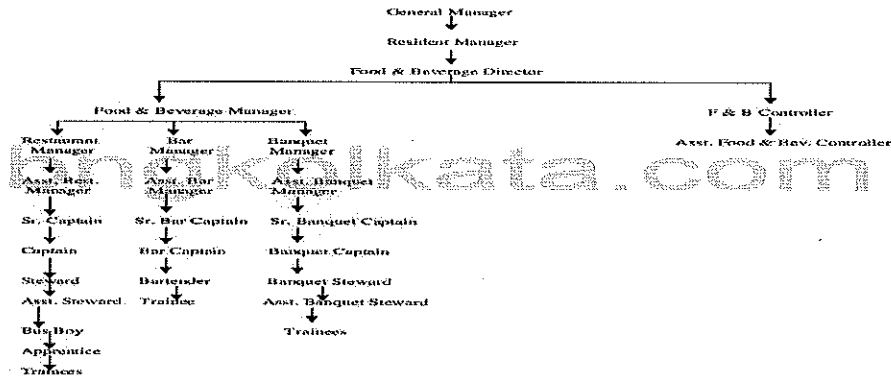
English Talking to guest in their own language instead of just English is very effective and builds good relationship.

**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.

**Sense of Urgency:** It is very important to increase seat turnover and revenue during business hours. Slow service will lead to low seat turnover and lower revenue.

**Honesty:** This is very important for the waiter in his dealing with both the customer in his dealing with both the customer and the management. If there is trust and respect in the triangle of waiter/ customer/management relationships, then there will be an atmosphere for work which encourages efficiency and a good team spirit amongst the food and service operation.

## 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.

### Question No.11- What is the role of bar waiter?

Answer-He is responsible for take care of bar and bar stock.

.He is responsible for the clearance of his tables and side-board.

He is responsible to receive and give a proper hand-over from the preceding to the following shift respectively.

.He is supposed to carry-out the additional responsibilities which are allotted to him by the senior captain.

The steward is supposed to carry out the maintenance of stock of cutlery, linen, crockery at all times in a shift.



**School of Hospitality and Tourism Skills**  
**Session: 2020-21 (Summer Semester)**  
**B. Voc. / M. Voc. Program, Illrd Semester,**  
**1<sup>st</sup> In-Sem. Examination**

Registration No.:.....

**Course Code: SHT1160**

**Time: 1 Hour**

**Course Name: Food Production/ kitchen 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

**Q.1.** Identify the Hierarchical Sequence

- A) Chef D' Cuisine, Souse Chef, Chef D' Party
- B) Chef D' Party, Chef D' Cuisine, Souse Chef
- C) Souse Chef, Chef D' Party, Chef D' Cuisine
- D) Chef D' Party, Souse Chef, Chef D' Cuisine

B) Chef De Cuisine

C) Concierge

D) None of These

**Q.2.** "Table D' Hot" Is A Term Related To

- A) Varied Buffet Services
- B) Fixed Number of Items In A Menu
- C) Choice of Items in a Menu
- D) Options for Guest to Prepare Their Own Menu

**Q.4.**the Mean Which Provides A Choice Of Items Is

- A) Ala-carte
- B) Table D' Hote
- C) Counter Service
- D) None of These

**Q.3.** A Hotel Employee Who Handles Restaurant and Tour Reservations, Travel Arrangements Etc Is

- A) Housekeeper

**Q.5** Chef Poissonier Specializes In

- A) Vegetarian
- B) Fish Preparations
- C) Meat
- D) None of These

**Section – B**

03X02 = 06 Marks

Q.1.What is General Kitchen Layout?

Q.2.What is the aims and objective of cooking?

Q.3.How Distraction is affecting kitchen personnel?

**Section – C**

03X03 = 09 Marks

Q.1.What is haste?

Q.2. Benefits of following the safety procedures of handling equipments?

Q.3.Write points of personal grooming.

SET A

use



## School of Hospitality and Tourism Skills

Session: 2020-21 (Summer Semester)

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

1<sup>st</sup> In-Sem. Examination

SHT 1160(Food Production) SET A-Answer Key

Section A

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

Section B

1. The classical kitchen brigade system established by Escoffier was designed for large operation using complex menus. The kitchen was divided into many stations to make the functioning of the kitchen easy. Each station has a station head called “**Chef de Partie**”

Receiving→ Storing→ Processing→ Cooking→ Serving

2.1. Digestion

2. Palatability (Delicious food)
3. Sterilize
4. Appetizing
5. Variety

3. Distraction in the kitchen is usually caused by other personnel working in the kitchen. Distraction is happening, when the chef is very busy in the kitchen and at the same time he was talking to some other person. In that case, it may lead to any damages, like cutting the finger, missing the orders, etc.

Section C

1. One of the major enemies of kitchen personnel is “haste”. The chef has to prepare the food within the allocated time, that is very impotent. So ***mise-en-place*** has to be settled properly & early at before start of business hours, to avoid the guest complaints. If in case, any problems with the *mise-en-pla*, it affects the preparation time. It leads to guest complaints and it is referred as **Haste**.

2. Kitchen can be potentially dangerous place to work and cooks and staff face a range health and safety risk. Before operating any machinery, we should go through the manual or else any superior guidance is very important to avoid problems.

3.1. Trim hair for every 15 days once and maintain it clean.

2. Trim the moustache and never allow it, falling on the lips.
3. Shave every day.
4. Side buns should be very short
5. Take bath everyday
6. Trim nails for every 3 days once and keep the fingers clean.
7. Always maintain the uniform very clean
8. Never enter the kitchen, if suffered from communicable diseases

