



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Set A

Registration No.: .....

School of Hospitality & Tourism Skills

Session: 2020-21 (Summer Semester)

B. Voc. Program, First Semester,

2nd 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. What will you do for fainting?

D) gardening

A) apply burnol

B) wipe cotton dipped in dettol

C) Put Blanket

D) warm the limbs

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. For what function is horticulture department responsible for?

A) Furniture

B) maintenance

C) storage

## Section – B

3X02 = 06 Marks

Short answer type questions, each question carries 02 marks.

Q.1. What does you mean by Flotel?

Q.2. Explain the benefits duty chart?

Q.3 Explain Communication?

## Section – C

03X03 = 09 Marks

Essay type questions, each question carry 03 marks.

Q.1. Explain the Front office co-ordination?

Q.2. Describe planning.

Q.3. Mention the importance of waste management?





# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Answer Key: INTERCOMPANY EDUCATION SHT 1120 (SET A)

## Section A:

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

## Section B:

1. **Flotel**, a portmanteau of the terms floating hotel, is the installation of living quarters on top of rafts or semi-submersible platforms. **Flotels** are used as hotels on rivers or in harbour areas, or as dwelling for working people, especially in the offshore oil industry.
2. A work shift or **duty Chart** shows the allotment of jobs, hours of **duty**, and days off for each member of the staff. ... **Duty chart** also ensures that the staff has sufficient time to note their working schedule for the following week/month.
3. **Communication** is simply the act of transferring information from one place, person or group to another. Every **communication** involves (at least) one sender, a message and a recipient. ... These include our emotions, the cultural situation, the medium used to **communicate**, and even our location.

## Section C:

1. The **front office** communicates the guest requirements to other departments, which work in close **co-operation** and **co-ordination** to deliver required products and services. In order to maintain the desired level of service, the **front office** department communicates.
2. **Planning** is the process of thinking about the activities required to achieve a desired goal. ... It is the first and foremost activity to achieve desired results. It involves the creation and maintenance of a **plan**, such as psychological aspects that require conceptual skills.
3. The most **important** reason for **waste collection** is the protection of the environment and the health of the population. Rubbish and **waste** can cause air and water pollution. ... **Recycling** not only helps in conserving our natural resources but also reduces the cost of production of many products.

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**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

**Time:** 1 Hour

**Course Name:** FRONT OFFICE ASSOCIATES 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 BP plan?

- a) Belgium Plan
- b) Bermuda Plan
- c) Bangkok Plan
- d) Breakfast Plan

- b) Statement of Account
- c) Ledger
- d) Master Folio.

**Question No.2-** which of the following system come under Reservation?

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

**Question No.4**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.3-** which of the following comes under voucher?

- a) Cash

**Question No.5-** What is GIT?

- a) Property Management system
- b) Group Individual Traveller
- c) Central reservation system
- d) None of these

**Section – B**

**03X02 = 6 Marks**

**Question No. 6-** What are the duties and Responsibilities of Front Office Agent?

**Question No. 7 -** What do you mean by term "Hospitality"? What is the role of Front office personnel in the Hotel?

**Question No. 8-** Draw the layout of Front office department.

**Section – C**

**03X03 = 9 Marks**

**Question No. 9-** Write any 6 Qualities of Front Office Personnel? How Front office coordinates with Housekeeping.

**Question No. 10-** What is Registration? Write down the Check-In Procedure.

**Question No. 11-** Explain the 5 types of meal plan.



Front Office Associate Basic (SHT 1130)

Set 1 (Answers )

- a) B
- b) B
- c) A
- d) B
- e) B

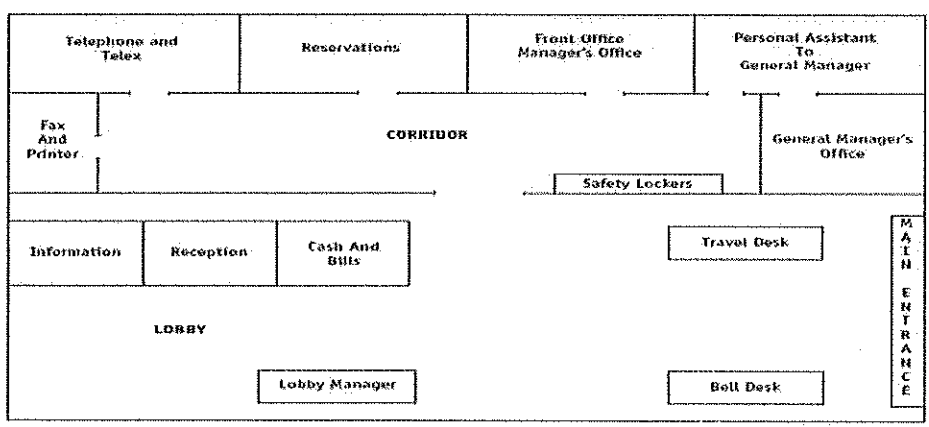
Q 6 The front office personnel perform the following functions.

- 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.
- Prepare account statement of guest.
- Settle bill at the time of check-out.
- Coordinate guest like handling of guest mail and messages, locating guest within the hotel premises, connecting guest telephone calls, keeping guest valuable in a safety locker, Handling of room keys, making sundry payment on a behalf of guest.

Provide information about the hotel facilities and services, the city, important events, festivals and shows and places of tourist interest

- Q7 **Ensure salesmanship:** They motivate the guest to spend more on various hotel facilities.
- 1) **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.
  - 2) **A reference point:** Guest, who wants information or wants to pass information, uses front office staff for these purposes. The front office staff should have the excellent intra-communication to provide best possible reference point for the guests.
  - 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.

Q8



- 1) Q9 **A high sense of personal grooming:** Uniforms must be clean and neatly pressed. Hair should be groomed well. It is preferable for ladies to tie their hair up in a bun. Nails should be

manicured. Soft cologne is preferable to heavy perfumes. Jewelry should be restricted to one ring and a necklace for ladies. In short, the front office staff must be seen at their best at all times.

- 2) **Correct and clear communicator:** It is preferable that front office staff know more than 1 language. It helps in communicating with guests who cannot speak English or the local language
- 3) **Personal hygiene:** This is imperative to front office personnel. As they are constantly exposed to hotel guests, a clean appearance helps to project a good image not only of them but of the establishment as well.
- 4) **Self-confidence:** This is necessary as front office personnel meet guests of different countries, statuses and cultures. These guests should be comfortable and feel at ease in dealing with these people.
- 5) **Calmness:** Front office staff should have high degree of the nature of calmness to take the busy demands of a front office's operations. Being the never center of the hotel, the front office is constantly in touch with guests and therefore invariably comes under tremendous pressure.
- 6) **Smiley face:** This is very becoming to front office operations. Guests like to be handled by a cheerful staff at the desk. Their smile exudes cheer to the guests and put them at ease.
- 7) **Quick decision making ability:** Guests often approach the front desk with problems and requests. Front office staff must be able to decide quickly a course of action that satisfies the guest, at the same time keeping the interests of the organization alive.

### 3.7 Coordination of Front Office with other department

- **Front office Coordination with HOUSEKEEPING**

1. Both departments must inform each other about the changes in room status.
2. General Guest requests like extra towels are conveyed to housekeeping.
3. Scanty baggage guests should be informed to the housekeeping so that they can be tracked.
4. Housekeeping is also contacted for cleaning of lobby and front office areas.
5. The Front Office Manager and Executive Housekeeper should meet frequently to review upcoming hotel activities.
6. Special requests for VIPs or groups should be known by the housekeeping to avoid inconvenience of guests.

Q10 This section of the front office is responsible for the warm and friendly reception of all guests. Staffs working in this section are known as a receptionist. Receptionist are the staff who have a direct contact with the guest, thus they should pose an amiable personality with high-level o grooming at all the times.

#### Check in procedure

The arrival stage of the guest cycle includes registration and room assignment process. After the guest arrives, he or she establishes a business relationship with the hotel through front office. It is the front office staff responsibility to clarify any query of the guest especially the details of room rate of packages he /she is booked on.

Front office staff should determine the guest's reservation status before beginning the check-in / registration process. Guest with reservation and guest without reservation commonly known as Walk-in's also provide an opportunity of business for front desk staff

A Registration card or Reg. card is printed and completed at the time of check in, which will help the front desk to collect essential information.

Q11 AP,BP,MAP,CP, B&B plan





# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Set A

Registration No.:.....

School of Hospitality & Tourism Skills

Session: 2020-21 (Summer Semester)

B. Voc. Program, First Semester,

IIInd 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. Housekeeping attendants typically clean and service how many rooms per shift?

- A) 6-8
- B) 8-10
- C) 12-14
- D) 15-20

Q.2. Which city is declared as world heritage site by UNESCO.

- A) Jaipur
- B) Agra
- C) Kerela
- D) Bhopal

Q.3. Which is the Hotel On Sea

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

Q.4. We Can Find Proper meeting room and Accommodations in ----- Hotel

- A) Floating Hotel
- B) Motel
- C) Palace Hotels
- D) Business Hotel

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 Laundry?

Q.2 Explain the importance of Chemical in Housekeeping?

Q.3 State the qualities required for Good Linen?

## Section – C

Essay type questions, each question carry 03 marks.

03X03 = 09 Marks

Q.1. Explain any 5 Type of Room?

Q.2. Define the Scanty Baggage? Explain?

Q.3 Explain the Floor pantry in the Hotel?





## Section A:

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

## Section B:

### Answer 1. Housekeeping Laundry definition

Laundry is an exclusive place where clothes and other articles are washed, dry and finished.

### Answer 2. Importance of Room

**Chemicals** used for cleaning and in cleaning products, such as laundry detergents, bleaches, dishwashing products and other household cleaners, help improve cleaning efficiency, making homes, offices and other environments both easier to clean and more hygienic.

### Answer 3.

Quality has many different faces. When it comes to what makes commercial linens "quality", however, there are a couple of things we can all agree:

- **Durability.** High-quality linens need to be durable. This is especially important for linens meant for commercial use as they require more frequent use and therefore, frequent and heavy laundering.
- **Appearance.** While aesthetic quality is more subjective than not, there exists a "standard look" to higher quality linens. Higher quality linens are opaque as opposed to flimsy and gauzy. The lines and edges look smooth and free from stains. Colored linens should have a rich, even color with no signs of fading or discoloration on any part of the linen.
- **Texture and Feel.** One good standard for linen quality is the tightness of the weave. Tighter weaves mean the texture is even and smooth, with fewer "pores" or gaps in between. Tighter weaves are almost always the defining mark of higher thread count linens, and therefore feel softer with less snag to the skin. The fibers on your fabric should be almost invisible.
- **Stitching.** There are a few things more unsightly than loose fibers and threads on a bed sheet. It is a telltale sign of neglect, poor quality, or both. In high-quality linens, the edges and seams are stitched in tight, smooth, even linens. You should not be able to spot any hanging bits.

## Section C:

### Answer 1. Type of Room

1. **Double-double:** A Room with two double ( or perhaps queen) beds. And can accommodate two to four persons with two twin, double or queen-size beds.
2. **Studio:** A room with a studio bed- a couch which can be converted into a bed. May also have an additional bed.
3. **Suite / Executive Suite:** A parlour or living room connected with to one or more bedrooms. (A room with one or more bedrooms and a separate living space.)
4. **Apartments / Room for Extended Stay:** This room type can be found in service apartments and hotels which target for long stay guests. Open kitchens, cooking equipment, dryer, washer etc. are usually available in the room. Housekeeping services are only provided once in a week or two times in a week.
5. **Connecting rooms:** Rooms with individual entrance doors from the outside and a connecting door between. Guests can move between rooms without going through the hallway.

### Answer 2.

**Scanty Baggage.** A guest who checks in to the hotel with very less or no **luggage**. **Scanty baggage** means no **baggage** or a piece of light **baggage** consisting of briefcase or airbag.

### Answer 3. The Floor Pantry in the Hotel

It is a service room provided on each floor –for GRAs to store cleaning agents, equipment, guest supplies, guest room linen and maid's trolley. **Floor pantry** is present in each floor for the GRA to have easy access to the supplies and linen.

*MBC*





School of Hospitality and Tourism Skills

Session: 2019-20 (Summer Semester)

B. Voc. Program, 1st Semester,

I<sup>st</sup> 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 – A05X01 = 05 Marks

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

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

- c) supervisor
- d) waiter

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

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

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.5- Restaurant comes under?

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

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

- a) General manager
- b) Captain

Section – B03X02 = 06 Marks

Question No.6- Draw Organizational structure/hierarchy?

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

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

Section – C03X03 = 09 Marks

Question No.9- What is mise en scene?

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

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





**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?

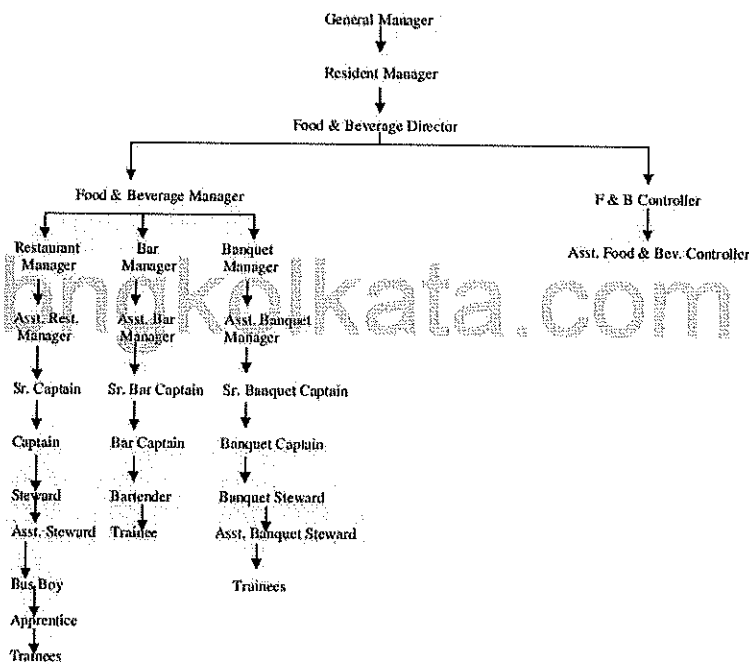
A) Food and Beverage service department

**Section – B**

**03X02 = 06 Marks**

**Question No.6-** Draw Organizational structure/hierarchy?

**Hierarchy in the Food and Beverage Department**



**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 up keep of the, manager's desk and their equipment.
  - 5) He deals with the complaints against his staff and other complaints of the guests.



## BHARTIYA SKILL DEVELOPMENT UNIVERSITY

- 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.

### 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.
- 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

*M.D.*



School of Hospitality and Tourism Skills
Session: 2020-21 (Summer Semester)
B. Voc. Program, 1st Semester,
2nd 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. Cooking is define art of cooking

C) Homage

A) Physical Process

D) Poission

B) Mechanical Process

Q.4. ----- & ----- are skillful cooks

C) Chemical Process

A) Indian & Chinese

D) None of the above

B) Indian & Japanese

Q.2. The word ----- denotes art of cooking

C) Chinese & French

A) Cusine

D) None of These

B) Cookery

Q.5 ----- is rarely done in Chinese cooking

C) Carving

A) Steaming

D) Cooking

B) Baking

Q.3. What is the French name of Cheese?

C) Roasting

A) Sournage

D) Frying

B) Formage

Section - B

03X02 = 06 Marks

Q.1.What is Satellite Kitchen in Hotel?

Q.2.What is the use of organization kitchen?

Q.3.How the cuisine defines the culture and art?

Section - C

03X03 = 09 Marks

Q.1.What is waste management?

Q.2. Benefits of kitchen equipments?

Q.3.Write points of kitchen grooming standard.



SET A



**School of Hospitality and Tourism Skills**

**Session: 2020-21 (Summer Semester)**

**B. Voc. Program, 1st Semester,  
2nd In-Sem. Examination**

Food Production/ kitchen Basic (SHT 1160)

**SET A-Answer Key**

Section A

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

Section B

1. **Satellite kitchen** is a food service establishment where food is stored, prepared, portioned or packaged for service elsewhere. It is different from the central **kitchen** as it is created to specifically cater to 1 outlet when the central **kitchen** cannot do so due to geographical disadvantages.

2. It is difficult to organize your **kitchen** without the proper products. Without these products, you may not have enough space for your **kitchen** accessories. Storage racks, bins, baskets, boxes, and appliances that take up less room on counters and throughout your **kitchen** are a big help.

3. A **cuisine** is a style of **cooking** characterized by distinctive ingredients, techniques and dishes, the area's climate, in large measure, **determines** the native **foods** that are available. **Culinary culture** exchange is also an important factor for **cuisine** in many regions: Japan's first substantial and direct exposure to the West

Section C

1. **Waste management** (or **waste disposal**) includes the activities and actions required to **manage waste** from its inception to its final **disposal**. This includes the **collection**, transport, treatment and **disposal** of **waste**, together with monitoring and regulation of the **waste management** process.

2. The **kitchen** is normally full of **appliances** that need a lot of energy such as gas and electricity. It is essential that you know **kitchen appliances** can save you time and money if they are energy efficient. Modern **appliances** have extra features, user-friendly and are durable than traditional **appliances**.

3. Personal **Grooming & Hygiene in Kitchen** ... Smoke in the **kitchen**, a hygienic appearance is indicated by high **standards** of personal cleanliness and is ... helps prevent food-borne disease; therefore these **points** must be put into practice. ... Formulations of the alcohol-based **type** are preferable to hand.

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