



Set A

Registration No.:.....

School of Hospitality & Tourism Skills

Session: 2020-21 (Summer Semester)

B. Voc. Program, First Semester,

End Semester Examination

Course Code: SHT 1120

Time: 2 Hour

Course Name: Intercompany Education Hospitality I

Max. Marks: 50

Instruction:

Section – A

10X01 = 10 Marks

Objective type questions, each question carries 01 mark.

Q1. Both refers to

- A) Stock
- B) Soup
- C) Vegetable Fry
- D) Sauce

Q2 what type of waste is collected in red Colour Dustbin?

- A) Vegetable Skins
- B) Recycle skins
- C) To put all the Waste
- D) Non- Recycle Waste

Q3. which small equipment is used to taste the food?

- A) Knife
- B) Cooking Ladle
- C) Fresh Spoon
- D) Salamander

Q4 which is china traditional eating utensil?

- A) Spoon
- B) Fork
- C) Chop Stick
- D) Platter

Q5 What is the preparation time considered for the fast food?

- A) Low Time
- B) Long Time
- C) both long and low time
- D) Always more than an hour

Q.6 Kitchen Clothing must be?

- A) Dirty
- B) Light in weight
- C) Heavy in weight
- D) not ignored

Q.7 what is bouquet garni?

- A) a bundle of spices
- B) a bundle of herbs
- C) a bundle of cheese
- D) a bundle of meats

Q.8. which of the following is not a capital budgeting?

- A) Vacuum Cleaner
- B) Carpets
- C) Salaries
- D) Linen

Q.9 which of the following is not an operational budget?

- A) Guest Supplies
- B) Salaries & wages
- C) Carpet
- D) Cleaning supplies

Q.10. How should a person getting an complete communication?

- A) Using Conductive material
- B) Using two way communication
- C) Using mail
- D) Using telephone



**Section – B**

04X04 = 16 Marks

**Short answer type questions, each question carries 04 marks.**

- Q.1. What does you mean by stock taking?
- Q.2. Explain the benefits of communication?
- Q.3 Explain briefing?
- Q.4. what is budget?

**Section – C**

04X06 = 24 Marks

**Essay type questions, each question carry 06 marks.**

- Q.1. Explain the Front office co-ordination?
- Q.2. Describe the meaning of Job description?
- Q.3. Mention the importance of management?
- Q.4. Using which electric equipment do you clean carpet?



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Answer Key: INTERCOMPANY COMPANY SHT 1120 (SET A)

*Answer Key*

## Section A:

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

## Section B:

1. **Stock-taking** or "inventory checking" or "wall-to-wall" is the physical verification of the quantities and condition of items held in an **inventory** or warehouse. This may be done to provide an audit of existing **stock**. It is also the source of **stock** discrepancy information.
2. It's the ability to offer empathy, open-mindedness, and helpful feedback based on what you hear. Also, a friendly demeanor, confidence, and quality nonverbal **communication** will also help you, as a manager, develop good relationships with the members of your team.
3. A **briefing** is a meeting at which information or instructions are given to people, especially before they do something. They're holding a press **briefing** tomorrow.
4. A **budget** is an estimation of revenue and expenses over a specified future period of time and is usually compiled and re-evaluated on a periodic basis. **Budgets** can be made for a person, a group of people, a business, a government, or just about anything else that makes and spends money.

## 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. ... **Front Office** and Housekeeping must closely coordinate on the room status.
2. A **job description** or JD is a written narrative that **describes** the general tasks, or other related **duties**, and **responsibilities** of a **position**. ... The analysis considers the areas of knowledge, skills and abilities needed to perform the **job**.
3. It helps in Achieving Group Goals - It arranges the factors of production, assembles and organizes the resources, integrates the resources in effective manner to achieve goals. Optimum Utilization of Resources - **Management** utilizes all the physical & human resources productively.
4. In a bowl or small bucket, mix one part white vinegar with three parts water. Dip the bristles of the scrub brush into the solution and rub them into the **carpet**. Massage them into the fibers well (**without** fully saturating the **carpet**) and follow up with a cloth to help blot excess moisture.

*Mika*





School of Hospitality & Tourism Skills

Session: 2020-21 (Summer Semester)

B. Voc. Program, First Semester,  
End Semester Examination

Course Code: SHT 1120

Time: 2 Hour

Course Name: Intercompany Education Hospitality I

Max. Marks: 50

Instruction:

Section – A

10X01 = 10 Marks

Objective type questions, each question carries 01 mark.

Q1. What will you do for fainting?

- A) apply burnol
- B) wipe cotton dipped in dettol
- C) Put Blanket
- D) warm the limbs

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

Q3. For what function is horticulture department responsible for?

- A) Furniture
- B) maintenance
- C) storage
- D) gardening

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

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

Q.6 when do we press the emergency Alarms?

- A) During the time of Uncertainty
- B) when the person gets an Electrical Shock
- C) During the time of a person fainting in kitchen
- D) when a person has a cut

Q.7. when do you ensure that no one uses the lift and other electrical appliances?

- A) During the time of Uncertainty
- B) when the person gets an Electrical Shock
- C) During the time of a person fainting in kitchen
- D) when a person has a cut

Q.8. Goods received from the stores must be checked for

- A) Taste
- B) Price
- C) Retailer
- D) Packing

Q.9. How many copies of intend sheet has to prepared for receiving ingredients from the stores?

- A) 4
- B) 5
- C) 3
- D) 1

Q.10. How should a person getting an electrical shock released?

- A) Using Conductive material
- B) Using dry insulating material
- C) Using bare hands
- D) Using Knife



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

## Section – B

04X04 = 16 Marks

**Short answer type questions, each question carries 04 marks.**

- Q.1. What does you mean by Flotel?
- Q.2. Explain the benefits duty chart?
- Q.3 Explain Communication?
- Q.4. Explain Coordination in organization?

## Section – C

04X06 = 24 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?
- Q.4. In what environment should be the faint person given?



Answer Key: INTERCOMPANY COMPANY SHT 1120 (SET B) *Answer key*

## Section A:

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

## 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.
4. **Co-ordination** is the unification, integration, synchronization of the efforts of group members so as to provide unity of action in the pursuit of common goals. It is a hidden force which binds all the other functions of **management**.

## 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.
4. Blood pressure **can** drop from dehydration, a quick change in position, standing ... Blood flow to the brain decreases, making a **person faint**. Medical **conditions**.

*MAK*



Set A

**School of Hospitality and Tourism Skills**

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

**B. Voc. Program, 1st Semester,**

**End Semester Examinations**

**Course Code:** SHT1130

**Time:** 2 Hour

**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 the full form of BP plan?

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

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

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

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

- a) Cash
- b) Statement of Account
- c) Master folio
- d) Ledger

**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.5-** What is GIT?

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

**Question No. 6** A plan includes room rates + breakfast known as.

- a) BP
- b) CP
- c) MAP
- d) AP

**Question no. 7** A plan includes room rates + breakfast + Lunch or Dinner is known as.

- a) BP
- b) AP
- c) MAP
- d) BB

**Question no. 8** A.....desk help the guest to book ticket and guide guest for local travel.

- a) Bell desk
- b) Cashier
- c) Concierge
- d) Reception

**Question No. 9** A room which is attached to the pool side for changing or resting is called as.

- a) Single room
- b) Double room
- c) Lanai
- d) Cabana

**Question No. 10** A room built on two floors with an interconnecting staircase.

- a) Cabana
- b) Pent house
- c) Duplex
- d) Double room

**Section – B**

**04X04 = 16**

**Marks**

**Question No. 1-** What are the duties and Responsibilities of Front Office Agent?

**Question No. 2 -** What do you mean by term "Hospitality"? What is the role of Front office personnel in the Hotel?

**Question No. 3-** Draw the layout of Front office department.

**Question No. 4-** what is employee Folio.

**Section – C**

**04X06 = 24 Marks**

**Question No. 1-** Write any 6 Qualities of Front Office Personnel? How Front office coordinates with Housekeeping.

**Question No. 2-** What is Registration? Write down the Check-In Procedure.

**Question No. 3-** Explain the 5 types of meal plan.

**Question No. 4-** what is ledger? Give benefits.

Front Office Associate Basic (SHT 1130)

*Set A  
Answer key*

Section A

(Answers )

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

Section B

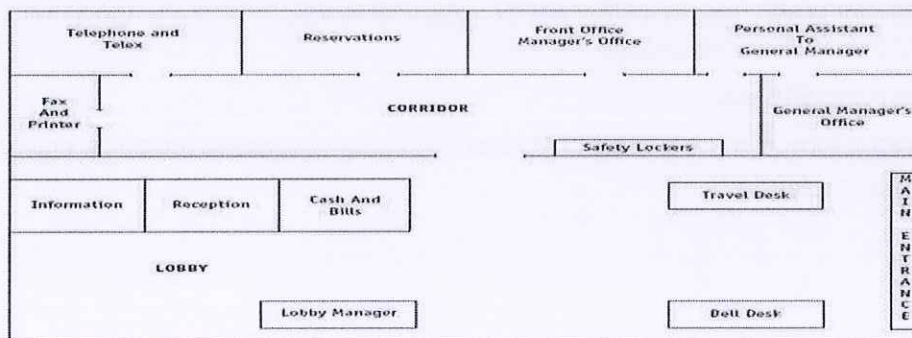
Q 1 The front office personnel perform the following functions.

- 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

Q2 **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.



Q3

Q.4. Employee folio is an account made for self purchase for the staff of hotel.

Section C

**Q.1.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.

- 1) **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.
- 2) **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.
- 3) **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.
- 4) **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.
- 5) **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.
- 6) **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.

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.

Q2 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.

Q3 AP,BP,MAP,CP, B&B plan

Q4 Ledger are the account which is made on PMS of Hotel which includes all residential and non residential guest of hotel.

*MSK*

set B

**School of Hospitality and Tourism Skills**

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

**B. Voc. Program, 1st Semester,**

**End Semester Examination**

**Course Code: SHT1130**

**Time: 2 Hour**

**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-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

**Question No. 6** What is the other name of Full

Board plan.

- a) AP
- b) MAP
- c) CP
- d) BP

**Question No. 7** What is the other name of demi - pension plan.

- a) AP
- b) MAP
- c) CP
- d) EP

**Question No. 8** In case of accident in Hotel, who will you call or inform first?

- a) Guest relative
- b) Other guest in hotel
- c) General Manager
- d) Housekeeping staff

**Question No 9.** What is lost and Found?

- a) Temporarily misplaced or lost by a guest and found by staff.
- b) Temporarily lost by guest and found by guest.
- c) Lost by the staff and found by the guest.
- d) Lost by the staff and found by the staff.

**Question No.10**What is Lanai?

- a) Room on terrace
- b) Room near swimming pool
- c) Room with scenery view.
- d) Room with interconnecting stairs.

**Section – B**

**03X04 = 16 Marks**

**Question No.1-** What is Registration?

**Question No.2-** What are the Duties and Responsibilities of a Front Office Manager?

**Question No.3-** Draw the Format of Whitney slip.

**Question No 4.** Draw the Organizational chart of Front office.

**Section – C**

**04X06 = 24 Marks**

**Question No.1 -** Draw the format of Registration Card.

**Question No.2-** What are the modes, Types of Reservation?

**Question No.3-** what is Hotel?

**Question No.4-** what is Hotel Reservation?

Course Code: SHT1130

Course Name: FRONT OFFICE ASSOCIATES BASIC

Max. Marks: 20

*Answer key*

Section – (Answers) SET B

05X01 = 05 Marks

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

- e) Arrival of a Guest

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

- e) Occupied

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

- f) Front Office Manager

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

- g) Travel Agent

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

- C) Very large Hotel

**Question No. 6** What is the other name of Full Board plan.

- e) BP

**Question No. 7** What is the other name of demi -pension plan.

- e) MAP

**Question No. 8** In case of accident in Hotel, who will you call or inform first?

- e) General Manager

**Question No 9.** What is lost and Found?

- e) Temporarily misplaced or lost by a guest and found by staff.

**Question No.10**What is Lanai?

- e) Room with scenery view.

Section – B

03X02 = 06 Marks

**Question No.1-** 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.2-** 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.

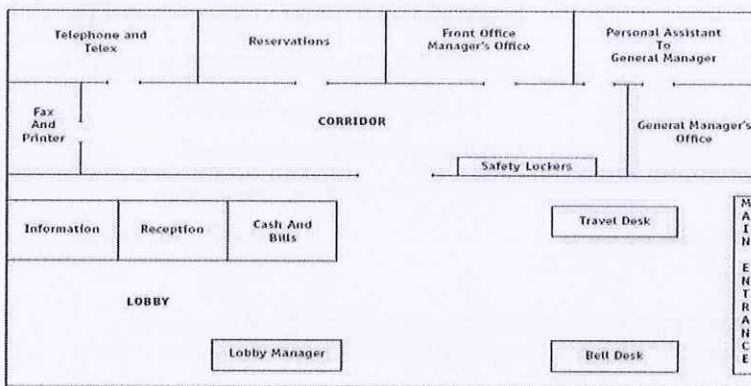
**Question No.3-** Draw the Format of Whitney slip.

**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	

**Question No. 4-**

Draw the layout of the Front Office Department.



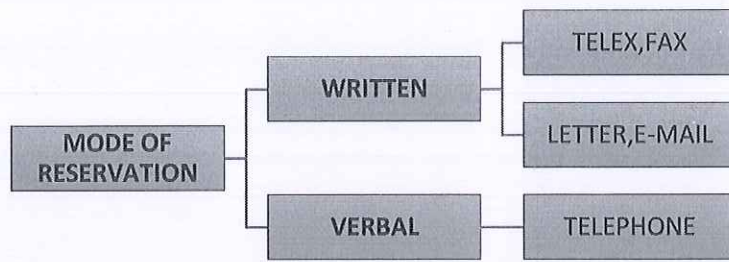
**Section – C**

03X03 = 09 Marks

**Question No.1-** Draw the format of Registration Card.

**Ans.**

**Question No.2-** What are the modes, sources of Reservation?



**Question No.3.** A place where you pay to stay when you are on holiday or travelling

**Question No. 4. Hotel Reservation** means booking hotel in advance or before reaching to the destination ,it is done because person need not to worry about the accommodation.

*MSA*





School of Hospitality & Tourism Skills

Session: 2020-21 (Summer Semester)

B. Voc. Program, First Semester,

End Semester Examination

Course Code: SHT 1140

Time: 2 Hour

Course Name: Housekeeping Associate Basics

Max. Marks: 50

Instruction:

Section – A

10X01 = 10 Marks

Objective type questions, each question carries 01 mark.

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.6. Personal responsible for maintenance department is

- A) Chief engineer
- B) Executive Housekeeper
- C) Electrical supervisor
- D) Housekeeping supervisor

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

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

Q.7. Steam press is used for

- A) Washing clothes
- B) Foldig
- C) Drying
- D) Ironing cloth

Q.3. Which Is the Hotel On Sea

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

Q.8. Maitre folding is done for

- A) Napkins
- B) Table cloths
- C) Bed making
- D) Linen

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

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

Q.9. Wood is a

- A) Soft floor
- B) hard floor
- C) Semi hard Flooring
- D) rough

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

Q.10. Carpet is

- A) Hard floor
- B) Semi hard floor
- C) Soft floor
- D) Sub floor



**Section – B**

04X04 = 16 Marks

**Short answer type questions, each question carries 04 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?
- Q.4. what is flat Ware?

**Section – C**

04X06 = 24 Marks

**Essay type questions, each question carry 06 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?
- Q.4 which type of material is used for Bed?



Answer Key: HOUSEKEEPING SHT 1140 Set A

Section A:

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

*Answer key*

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.
- **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.
- **Stitching.** There are a few things more unsightly than loose fibers and threads on a bed sheet.

**Answer 4.**

**Flatware**, spoons, forks, and serving implements used at the table. The term **flatware** was introduced toward the end of the 19th century. Strictly speaking, it excludes knives, which are classified as cutlery, although in common American usage knives are generally included.

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
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.

**Answer 4.**

**Cotton/polyester** is the most common, but you'll also find **cotton/bamboo**, **cotton/rayon**, and **nylon/polyester**. Blended fabrics are usually inexpensive, durable, and wrinkle-resistant, making them a good choice for children's bedding.

*MPR*





School of Hospitality & Tourism Skills

Session: 2020-21 (Summer Semester)

B. Voc. Program, First Semester,

End Semester Examination

Course Code: SHT 1140

Set B

Time: 2 Hour

Course Name: Housekeeping Associate Basics

Max. Marks: 50

Instruction:

Section – A

10X01 = 10 Marks

Objective type questions, each question carries 01 mark.

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

Q.6. Periodic cleaning is done

- A) Daily
- B) Weakly
- C) Yearly
- D) Alternate days

Q.7. Sideboard is otherwise known as

- A) Bar counter
- B) Dummy Waiter
- C) Linen Rack
- D) Pantry

Q.8. Machine used for removing dust

- A) Motor pump
- B) vacuum cleaner
- C) washing machine
- D) soft broom

Q.9 Size of single bed sheet

- A) 90" X 108"
- B) 100" X 108"
- C) 70" X 108"
- D) 80" X 108"

Q.10. Ikebana is

- A) Chinese
- B) Japanese
- C) Russian
- D) American



**Section – B**

04X04 = 16 Marks

**Short answer type questions, each question carries 04 marks.**

- Q.1. what is Housekeeping Department?
- Q.2 what is Difference between categories and non Categories Hotel.
- Q.3 Explain the importance of Room Status symbols?
- Q.4.State the qualities required for Housekeeping?

**Section – C**

04X04 = 24 Marks

**Essay type questions, each question carry 06 marks.**

- Q.1. Explain any 5 Type of Room Symbols?
- Q.2. Define the DNCO? Explain?
- Q.3 Explain the Laundry in the Hotel?
- Q.4. what is Guest Room Supply? Explain?



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Answer Key: HOUSEKEEPING BASIC SHT 1140 SET B

## Section A:

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

*Answer key*

## 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.

**Independent Hotels:** An independent hotel is a hotel that is independently owned and run! It doesn't allow any other proprietors to use its name/**brand**. Independent hotels are likely to operate in single or limited number of market probably may be with limited services or product.

### Answer 3. 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 4.

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.

### Answer 4.

The **guest room supplies** are considered as **guest essentials**. The housekeeping staff places the following standard **supplies** in the **guest room** – Furniture – It includes bed, bedside table, chairs, wardrobe with locker facility, writing table, dressing table, center table, and a magazine holder.

*MAA*





School of Hospitality and Tourism Skills

Session: 2019-20(Summer Semester)

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

End Semester Examination

Set A

Course Code: SHT1150

Time: 2 Hours

Course Name: FOOD AND BEVERAGE SERVICE 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- Bud vase use for?

- a) Flower
- b) Milk
- c) Tea
- d) Coffee

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 Department?

- a) F&B manager
- b) Supervisor
- c) Executive
- d) Waiter

Question No.4- Full form of RM?

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

Question No.5- Full form of KOT?

- a) Kitchen order ticket
- b) Kitchen open ticket
- c) Kitchen on ticket
- d) None of them

Question No.6- which of the following comes under bar?

- a) Bar manager
- b) Restaurant manager
- c) Banquet manager
- d) Sales manager

Question No.7-which of the following comes in banquet?

- a) Banquet manager
- b) Sales Manager
- c) Revenue manager
- d) None of them

Question No.8- who is head in following?

- a) Manager
- b) Executive
- c) Waiter
- d) Trainees

Question No.9 where we keep linen?

- a) Linen room
- b) Dish washing
- c) Coffee shop
- d) Banquet

Question No.10- where we keep backup?

- a) Pantry
- b) Linen room
- c) Dishwashing
- d) None of these



**Section – B**

04X04 = 16 Marks

**Question No. 1-** What are the duties and Responsibilities of Restaurant manager?

**Question No. 2 –** Difference between job specification and job description?

**Question No. 3-** What is mise en place?

**Question No. 4-** What are the duties and responsibilities of waiter?

**Section – C**

04X06 = 24 Marks

**Question No. 1-** What are the personal attributes of F&B service staff?

**Question No. 2-** What are the professional attributes of F&B service staff?

**Question No. 3-** Draw the organization chart of F&B service department?

**Question No. 4-** Write any 10 glasses name.



Course Code: SHT1150

Time: 2 Hours

Course Name: FOOD AND BEVERAGE SERVICE BASIC

Max. Marks: 50

## Section – (Answers)

**Question No.1-** Bud vase use for?

- e) Flower

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

- d) Do Not Disturb

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

- e) F&B manager

**Question No.4-** Full form of RM?

- e) Restaurant Manager

**Question No.5-** Full form of KOT?

- e) Kitchen order ticket

**Question No.6-** which of the following comes under bar?

- e) Bar manager

**Question No.7-** which of the following comes in banquet?

- e) Banquet manager

**Question No.8-** who is head in following?

- a) Manager

**Question No.9** where we keep linen?

- e) Linen room

**Question No.10-** where we keep backup?

- e) Pantry

## Section – B

**Question No. 1-** What are the duties and Responsibilities of Restaurant manager?

Ans. Food and Beverage Manager

The food and beverage manager is the head of the food and beverage service department, and is responsible for its administrative and operational work. Food and Beverage Managers direct, plan and control all aspects of food and beverage services.

Food and Beverage Managers require excellent sales and customer service skills, proven human resource management skills, and good communication and leadership skills. Desired knowledge for this position includes knowledge of the products, services, sector, industry and local area, and knowledge of relevant legislation and regulations, as well. Hence it is said That food and beverage manager is a Jack-of-all-trades, as the job covers a wide variety of duties.

In general, food and beverage manager is responsible for:

- a) Budgeting: The food and beverage manager is responsible for preparing the budget for the department. He should ensure that each outlet in the department achieves the estimated profit margins.
- b) Compiling New Menus and Wine Lists: In consultation with the chef, and based on the availability of ingredients and prevailing trends, the food and beverage manager should update and if necessary, compile new menus. New and updated wine lists should also be introduced regularly.

**Question No. 2 –** Difference between job specification and job description?

Job Specification - Job specification is a document that contains information about the skills and qualities required for a position. In includes information such as personal qualities, skills, formal education, technical qualification, work experience, previous training, physical skill &. Communication skill.



## BHARTIYA SKILL DEVELOPMENT UNIVERSITY

**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

**Question No. 3-** What is mise en place?

Ans

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

**Question No. 4-** What are the duties and responsibilities of waiter?

Ans

Waiter: Waiting staff/wait staff, are those who work at a restaurant or a bar attending customers supplying them with food and beverages as requested promptly and pleasantly.

The waiter is popularly known as a Steward or Commies-DE-Rang. A female who "waits" on tables is often called a waitress. The gender-neutral server and collective waitstaff can also be used.

The duties of waiting staff include preparing tables (table setting) for a meal, taking customers' orders, serving drinks and food, and cleaning up before, during and after servings in a restaurant. He must have knowledge of proper rules and etiquette in order to furnish working service in either a formal or informal sitting. Other task of a waiter includes:

a) Reports to Senior Captain / Captain to receive necessary instruction for the shift and for any menu changes. b) Has to attend briefings conducted by Senior Captain. c) Sets the assigned tables and ensures that the services area too is well-stocked with linen, silver, glassware, china etc. Sets up any special displays that be used for the meal period. d) Greets guests and sometimes assists the host/ hostess in seating guest. Fills water glasses, serves butter, cocktails, answers questions about menu items and-makes suggestions about dishes and wine if the customer requests or desires. e) Takes orders on check, turns or gives over with specification the order to the cooks with consideration to the timing of the preceding courses. Picks up all food and all other required items from various stations. f) May carve meats, bone fish and prepare flaming dishes or desserts at guest's table.

### Section – C

**Question No. 1-** What are the personal attributes of F&B service staff?

Ans

**Face:** - Males should shave everyday, before coming to shift. Moustache, if kept must be neatly trimmed. Do not use strong aftershave. Ladies should wear only light make-up. Do not use heavy perfumes. **Teeth:-** Teeth and a clean mouth are vital, both for appearance and a wholesome breath. Brush your teeth immediately before coming to duty. Do not eat onion, garlic or smoke before your shift. If you smoke, use mouthwash. **Hands:-** Always wash hands with soap before coming on shift keep your nails short and clean. Hands must always be clean, free of any stains and skin breaks. Always wash hands with soap, immediately after using toilets, eating, smoking or handling refuse. **Uniform:-** Uniform should always be clean, laundered and ironed. Change uniform whenever it is visibly soiled. Change socks and undergarments everyday. Always carry a handkerchief and change it daily. Uniform must be worn only on duty and not for personal use. **Feet:-** Feet need care, both for comfort and cleanliness. Keep toe nails trim and feet well washed. Corns and other painful blemishes may require treatment by a chiropodist disease. For more severe foot weakness medical advice should be sought. Socks or stockings should be changed and washed daily.



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**Question No. 2-** What are the professional attributes of F&B service staff?

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

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

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

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

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

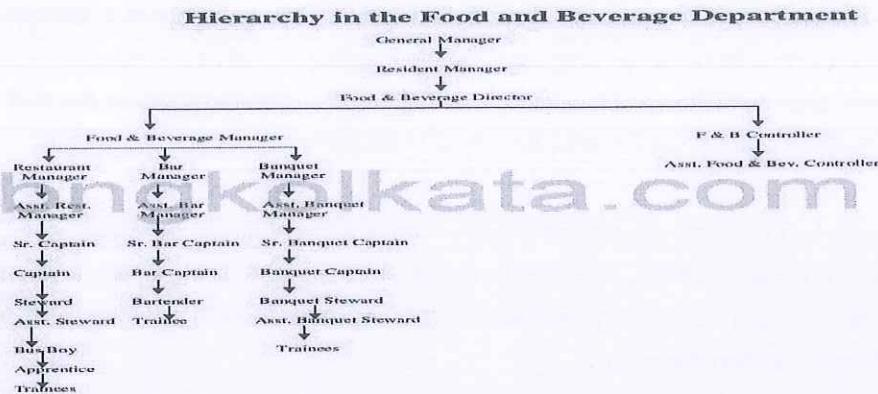
**Sense of Urgency:** It is very important to increase seat turnover and revenue during business hours. Slow service will lead to low seat turnover and lower revenue. The wait staff should be quick in getting food from kitchen, serving dish, presenting bill when completed and re-laying cover for the next arrival. All these must be done, quickly and effectively, without running around and shouting.

**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 operations.



**Question No. 3-** Draw the organization chart of F&B service department?

Ans



**Question No. 4-** Write any 10 glasses name.

Ans

2. Pony Tumbler / Juice glass / 4 ounce glass :- This is a small glass used sometimes for the service of small juices.
3. High Ball Glass :- It is the most commonly used glass in a bar. They are long and straight sided. They can range from 14 – 30 cl. But 24 cl is the most commonly used.
4. Tom Collins :- They are tall and thin and usually have a capacity of 12 ounce / 36 cl.
5. Old fashioned glass :- These are used to serve "spirits on the Rocks" ( served on cube ice). They range from 14 – 25 cl and the most commonly used is 17 cl.
6. Liqueur Glass :- They are available in a variety of design and shapes having a capacity of 2 – 3 cl.
7. Delmonico glass :- They are straight sided and have a capacity of 11 – 20 cl.
8. Pilsner Glass :- They are glasses which are used to serve Pilsners ( a type of Beer). It holds approximately 34 cl.
9. Beer Tankard :- These glasses are most commonly used for the service of Draft beers. It has a capacity of around 34 cl.
10. Sherry glass :- This is a glass to serve sherry ( a fortified wine ) and has a capacity of 7 cl.
11. Vermouth glass :- These are glasses used for the service of vermouths or any other aperitif. These glasses can vary in size but it usually has a capacity of 14 cl.
12. Brandy Balloon :- Always has the same shape with a short stem so that the hand can heat the glass and allow the brandy / cognac to heat up and release its aroma.
13. Champagne saucer / Champagne tulip :- It is the glass which is used for the service of Champagne.
14. A Punched Cup :- It is used mostly at cocktail parties to serve punch which is often hot hence the handle like cup.
15. Whisky or short glass :- It is used for the serving of whiskey without ice.
16. Port wine Glass :- Used for the service of port wine. It has a capacity of 7 cl.
17. Red wine glass :- It has got the capacity of 22 cl and the red wine is served only half the glass. The tulip shaped glass holds the aroma.
18. White wine Glass :- This is used for the service of white wine and has the capacity of 17 cl.
19. Decanter :- This is used to carry mixes or can be used as a wine carafe.

*Handwritten signature*



School of Hospitality and Tourism Skills

Session: 2019-20(summer Semester)

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

End-Semester Examination

*Set B*

Course Code: SHT1150

Time: 2 Hours

Course Name: FOOD AND BEVERAGE SERVICE 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 full form of A.P?

- a) All purpose
- b) All people
- c) All personal
- d) None of these

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 Department?

- a) F&B manager
- b) Supervisor
- c) Executive
- d) Waiter

Question No.4- Full form of GM?

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

Question No.5- Full form of KOT?

- a) Kitchen order ticket
- b) Kitchen open ticket
- c) Kitchen on ticket
- d) None of them

Question No.6- which of the following comes under banquet?

- a) Bar manager
- b) Restaurant manager
- c) Banquet manager
- d) Sales manager

Question No.7-which of the following comes in banquet?

- a) Banquet manager
- b) Sales Manager
- c) Revenue manager
- d) None of them

Question No.8- who is Responsible for dish washing?

- a) KST
- b) Executive
- c) Waiter
- d) Trainees

Question No.9 where we keep linen?

- a) Linen room
- b) Dish washing
- c) Coffee shop
- d) Banquet

Question No.10- where we wash utensils?

- a) Pantry
- b) Linen room
- c) Dishwashing
- d) None of these



**Section – B**

04X04 = 16 Marks

**Question No. 1-** What are the duties and Responsibilities of Banquet manager?

**Question No. 2 –** Difference between job specification and job description?

**Question No. 3-** What is mise en scene?

**Question No. 4-** What are the duties and responsibilities of Captain?

**Section – C**

04X06 = 24 Marks

**Question No. 1-** What are the Duties of Bar manager?

**Question No. 2-** What are the professional attributes of F&B service staff?

**Question No. 3-** Draw the organization chart of F&B service department?

**Question No. 4-** Write any 10 outlets name of F&B service department?



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

SET-B

Answer Key

Course Code: SHT1150

Course Name: FOOD AND BEVERAGE SERVICE BASIC

Time: 2 Hours

Max. Marks: 50

## Section – A

Question No.1- What is full form of A.P?

e) All purpose

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

d) Do Not Disturb

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

e) F&B manager

Question No.4- Full form of GM?

e) General Manager

Question No.5- Full form of KOT?

e) Kitchen order ticket

Question No.6- which of the following comes under banquet?

c) Banquet manager

Question No.7-which of the following comes in banquet?

e) Banquet manager

Question No.8- who is Responsible for dish washing?

e) KST

Question No.9 where we keep linen?

e) Linen room

Question No.10- where we wash utensils?

c) Dishwashing

## Section – B

Question No. 1- What are the duties and Responsibilities of Banquet manager?

Ans

The banquet manager supervises the banquet operations, sets up break-down service according to the standards established by the hotel. He co-ordinates the banquet service in conjunction with other departments involved and prepares weekly schedules for the banquet personnel.

From the time the bookings are done till the guest settles the bill, the banquet manager is in charge of all aspects of banquet and conference operations. He supervises the work of the banquet sales Assistants, who do the banquet bookings and the captains and waiters who perform the food and beverage service activities under his guidance. He is responsible for organizing everything right down to the finest detail.

Question No. 2 – Difference between job specification and job description?

Ans

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

Question No. 3- 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



## BHARTIYA SKILL DEVELOPMENT UNIVERSITY

good ambiance with proper lighting, placement of furniture, flower decorations and other props.

**Question No. 4-** What are the duties and responsibilities of Captain?

Ans

.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

**Question No. 1-** What are the Duties of Bar manager?

Ans

a) Budgeting: The food and beverage manager is responsible for preparing the budget for the department. He should ensure that each outlet in the department achieves the estimated profit margins. b) Compiling New Menus and Wine Lists: In consultation with the chef, and based on the availability of ingredients and prevailing trends, the food and beverage manager should update and if necessary, compile new menus. New and updated wine lists should also be introduced regularly.

c) Quality Control: The food and beverage manager should ensure quality control in terms of efficiency in all service areas, by ascertaining that the staffs are adequately trained in keeping with the standards of the unit.

d) Manpower Development: The food and beverage manager is responsible for recruitment, promotions, transfers and dismissals in the department. He should hold regular meetings with section heads, to ensure that both routine as well as projected-activities of the department go on as planned. He must also give training, motivate and effectively control staff.

II. Assistant Food and Beverage Manager The assistant food and beverage manager assists the food and beverage manager in running the department by being more involved in the actual day-to-day operations. This position exists only in large organizations. An assistant food and beverage manager's job includes:

a) Assisting section heads during busy periods. b) Taking charge of an outlet, when an outlet manager is on leave. c) Setting duty schedules for all the outlet managers and monitoring their performance. d) Running the department independently in the absence of the food and beverage manager.



## BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Question No. 2- What are the professional attributes of F&B service staff?

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. In addition, they must know how to serve correctly each dish on the menu, what its accompaniments are, the correct cover, and the make up of the dish and its garnish. For beverage service the staff should know how to serve various types of wine and drink, in the correct glass and at the right temperature.

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

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

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

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

**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. The wait staff should be quick in getting food from kitchen, serving dish, presenting bill when completed and re-laying cover for the next arrival. All these must be done, quickly and effectively, without running around and shouting.

**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 operations.

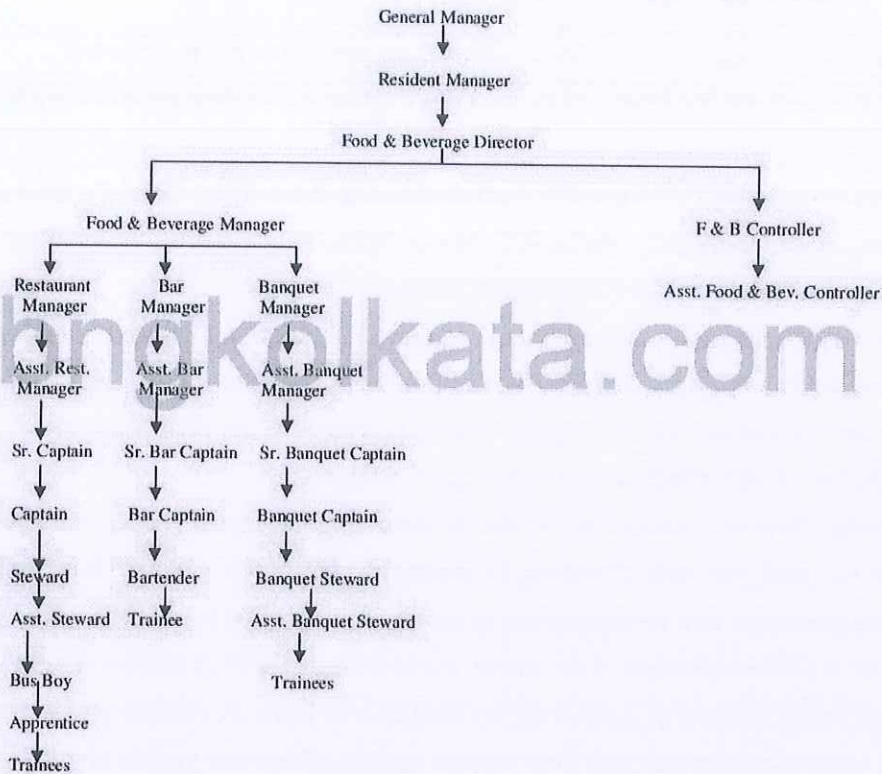
**Question No. 3-** Draw the organization chart of F&B service department?

Ans



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

## Hierarchy in the Food and Beverage Department



**Question No. 4-** Write any 10 outlets name of F&B service department?

Ans

- Bar
- Banquet
- Coffee shop
- Vending machine
- Restaurant
- Club
- Pub
- Discotheque
- Specialty restaurant
- Grill room

*MAK*



Set A

**School of Hospitality and Tourism Skills**  
**Session: 2020-21 (Summer Semester)**  
**B. Voc. Program, 1st Semester,**  
**2nd In-Sem. Examination**

Set A

Registration No.: .....

**Course Code: SHT1160**

**Time: 2 Hour**

**Course Name: Food Production/ kitchen 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

10X01 = 10 Marks

**Section – A**

**Q.1.** Cooking is define art of cooking

- A) Physical Process
- B) Mechanical Process
- C) Chemical Process
- D) None of the above

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

- A) Cusine
- B) Cookery
- C) Carving
- D) Cooking

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

- A) Sournage
- B) Formage
- C) Homage
- D) Poission

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

- A) Indian & Chinese
- B) Indian & Japanese
- C) Chinese & French
- D) None of These

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

- A) Steaming
- B) Baking
- C) Roasting
- D) Frying

**Q.6.** Accompaniment for Tamato soup is

- A) Cream
- B) Croutons
- C) Parsley
- D) Lettuce

**Q.7.** Highly flavored seasoning offered with certain dishes are called

- A) Garnish
- B) Accompaniment
- C) Colour
- D) Eye appeal

**Q.8.** Assam is the largest producer of

- A) Coffee
- B) Tea
- C) Pepper
- D) Cashew nuts



**School of Hospitality and Tourism Skills**

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

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

**Q.9.**Dosa is

- A) North Indian Breakfast
- B) South Indian Breakfast
- C) East Indian Breakfast
- D) West Indian Breakfast

**Q.10.**Gulab Jamun is served as

- A) Main course
- B) starter course
- C) Snacks
- D) Dessert course

**Section – B**

04X04 = 16 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?
- Q.4. Why a good personal hygiene is essential for kitchen staff?

**Section – C**

04X06 = 24 Marks

- Q.1.What is waste management?
- Q.2. Benefits of kitchen equipments?
- Q.3.Write points of kitchen grooming standard.
- Q.4.What type of waste is collected in a Green Dustbin?



## 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 6.B 7.B 8.B 9.B 10.D

##### 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

4. **Good personal hygiene** can prevent food poisoning. Bacteria that cause food poisoning can be on everyone – even healthy people. You can spread bacteria from yourself to the food if you touch your nose, mouth, hair or your clothes, and then food.

##### 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.

4. The green bins are used for collecting kitchen and other plant or animal wastes. This type of waste rots completely when buried in the soil. It includes wastes like plate scrapings, vegetable peelings, **meat** and bones, cooked and uncooked food, cut flowers, etc.

*MSK*





School of Hospitality and Tourism Skills

Session: 2020-21 (Summer Semester)

B. Voc. Program, 1st Semester,  
End Semester Examination

Set B

Set - B

Registration No.:.....

Course Code: SHT1160

Time: 2 Hour

Course Name: Food Production/ kitchen 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

Q.1 Recaud Means

- A) A Type Of Dish
- B) An Alcohol Store
- C) A Type Of Serving Bowl
- D) None Of These

Q.2 Which Of The Following Is Not Usually Considered A Member Of The Executive Committee Of A Hotel?

- A. Director of Catering
- B. Rooms Division Manager
- C. Director of Food And Beverage
- D. Director of Engineering

Q.3. Expand Of UNWTO

- A) United Nations Wide Tourism Organization
- B) United Nations World Tourism Organization
- C) United Nations World Trade Organization
- D) None Of These

Q.4. HACCP Certification in Hotels Stands for:

- a) Hazard Analysis and Critical Control Points
- b) Hazard Analysis and Crucial Control Points
- c) Health Analysis and Critical Control Points
- d) Health Analysis and Crucial Control Points

Q.5 The core idea in heritage tourism is the following except:

- a) To tear down the fall-apart historical buildings
- b) To save the heritage
- c) To share it with visitors
- d) To reap the economic benefits of tourism

Q.6.what is the least number of triangular bandages that should be available in a Kitchen First Aid Kit?

- A) 2
- B) 3
- C) 4
- D) 1

Q.7. What is the temperature of boiling Point?

- A) 150 degree C
- B) 212 degree C
- C) 100 degree C
- D) 93 degree C

Q.8. What is Amchoor made of?

- A) Dried Apple
- B) Fresh Apple
- C) Sun- Dried Mangoes
- D) Fresh mangoes



## School of Hospitality and Tourism Skills

Session: 2020-21 (Summer Semester)

### B. Voc. Program, 1st Semester, End Semester Examination

**Q.9.** what is the Storage life of poultry which is called in the coldest temperature of a refrigerator?

- A) 3 days
- B) 1 days
- C) 15 days
- D) 30 days

**Q.10.** what is an example for clarified butter?

- A) Sunflower oil
- B) Ghee
- C) Refined oil
- D) Butter

#### Section – B

04X04 = 16 Marks

- Q.1.What you mean by "Culinary Art"
- Q.2.What is levels of skills and experience?
- Q.3.Why should wear the scarf?
- Q.4.What do you mean by Mince?

#### Section – C

04X06 = 24 Marks

- Q.1. Why should wear Apron?
- Q.2. Why do wear chef shoes?
- Q.3. Why do want wear chef cap?
- Q.4. what is the use of Butchers Knife?



## School of Hospitality and Tourism Skills

Session: 2020-21 (Summer Semester)

B. Voc. Program, 1st Semester,

End Semester Examination

*Answer key*

### Food Production SHT1160 (Answer Key SET B)

#### Section A

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

#### Section B

1. Culinary means "related to cooking", . It is the art of the preparation, cooking and presentation of food, usually in the form of meals. Culinaricians are required to have knowledge of food science, nutrition and diet and are responsible for preparing meals that are as pleasing to the eye as well as to the palate.

2. A career in the food service industry in any capacity can be particularly demanding on the employee. An individual should be willing in terms of efforts to learn the skills involved. An apprentice is a person who wishes to make his / her career in the professional kitchen as a cook and finally, with experience and knowledge, wishes to become a chef in the future.

3. Scarf is made out of cotton cloth and it is specially designed to cover the neck part to absorb the sweating. So it prevents the color from becoming dirty.

4. a: to cut or chop into very small pieces She **minced** the garlic.  
b: to subdivide minutely especially : to damage by cutting up The director **minced** up the play.

#### Section C

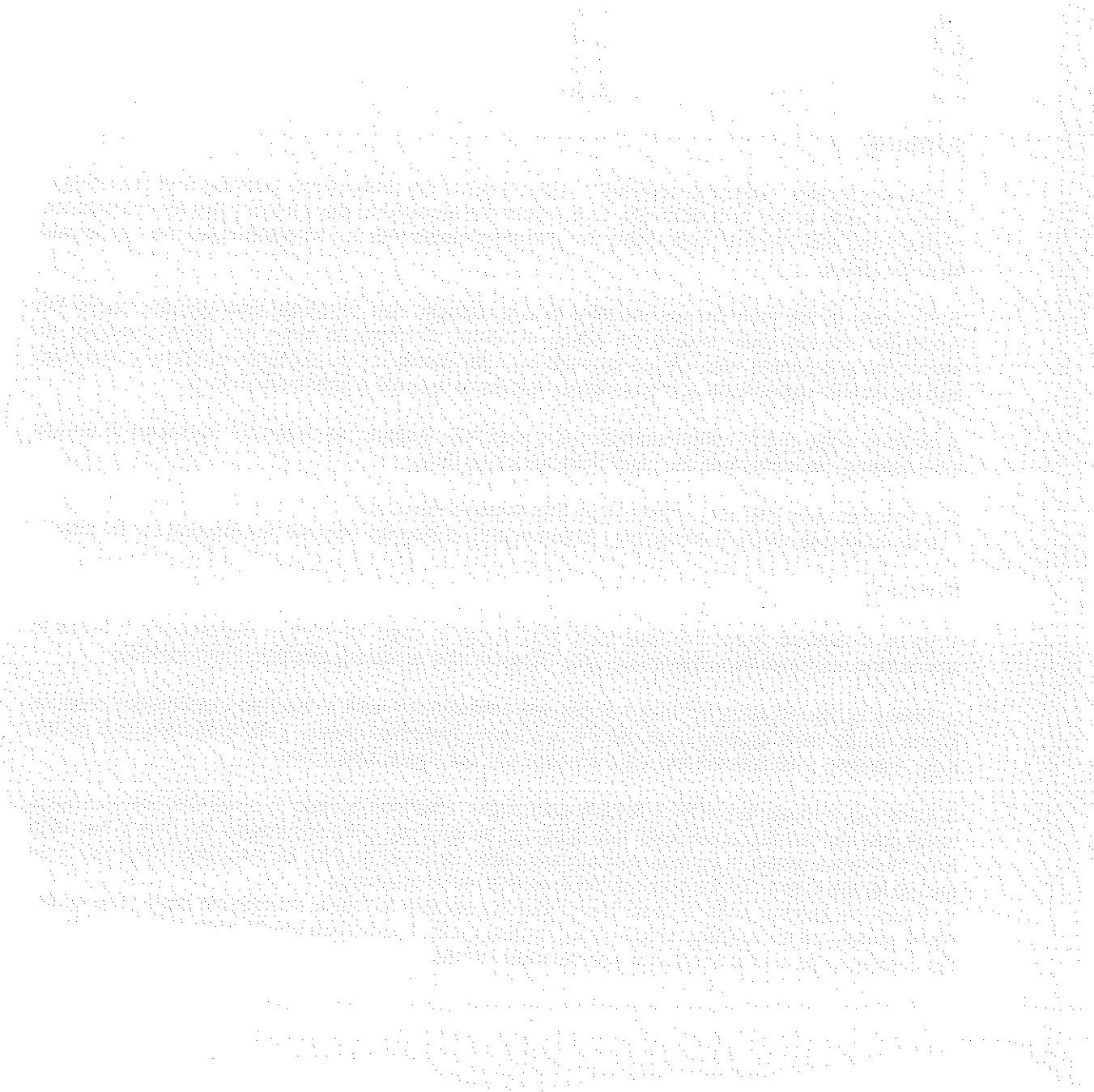
1. Apron is used to cover the chef pant. Half apron is used for kitchen department. It helps to prevent the chef pant from becoming dirty. Apron is also made out of cotton cloth material.

2. Heavy bottomed black or brown shoes are advisable to work in Kitchen Department because kitchen is the most slipping area. So if it is a heavy bottomed shoes, it will give more grip for the legs. And also it will prevent the legs, if incase any hot liquids falls down.

3. Chef cap is made out of thick flexible card paper. Chef cap is used to cover the hair and helps to prevent the hair fall to the food. It is designed as long cap because it helps to prevent the head from the steam attack. It is made out of card paper, so it will absorb the sweating. Chef cap is an unique for the Chefs. Toque blanc is the French term for chef caps.

4. Today the butcher knife is used throughout the world in the meat processing trade. The heftier blade works well for splitting, stripping and cutting meat. The French **chef's** knife is a derivation of the butcher knife, and is used as a general **utility knife**.

*MSA*



1872

Answer key  
Set A

Answer Key

1320  
Intercompany Education II SHT 1120 SET A

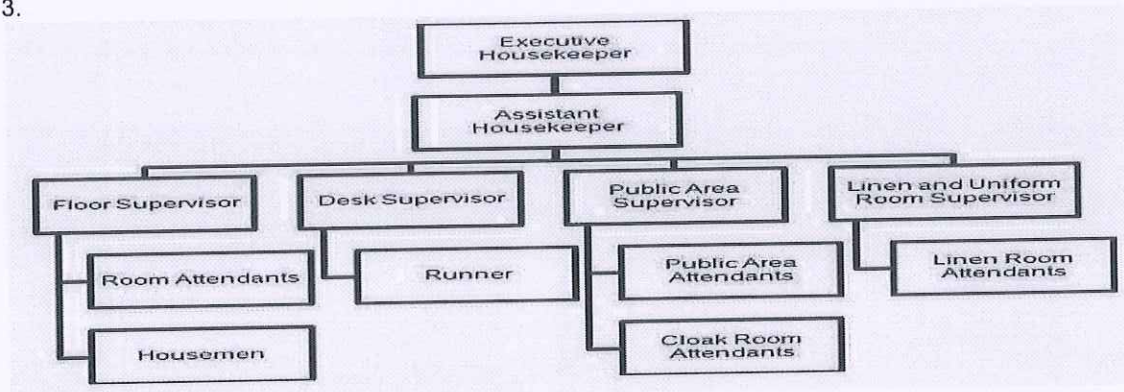
Section A

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

1. The Chef de Cuisine is responsible for all aspects of the kitchen such as menu plans, operations, recipes, financial responsibility, portion and inventory control, food quality, and employee supervision. The Chef de Cuisine provides **leadership training** and hands-on **management** of the kitchen staff.

2. **Banquet Managers** oversee the hosting of **banquets** to provide customers with an excellent **banquet** experience. Their **duties** include consulting with **Banquet** Sales Directors and Head Chefs, determining the number of wait staff, and planning the layout and setup of venues.

3.



4. The **Advantages of Tourism**. Economic. It brings in money. This is probably the main **advantage of tourism**.

Section C

1.

- **Punctuality**. Punctuality is all important. ...
- **Local Knowledge**. ...
- **Personality**. ...
- **Attitude** to customers. ...
- **Memory**. ...
- **Honesty**. .

2. The **procedure** for normal check-in may be summarised in the following 6 stages: Stage 1: Receiving and Registration. Stage 2: Allocation of the room. Stage 3: Secure Advance Payment. Stage 4: Information Service. Stage 5: Complete the check-in formalities. Stage 6: Open the guest folio.

### 3. Types of Hotel Meal Plans

- American Plan, is also known as Full Pension or Full Board meal Plan. ...
- Modified American Plan(MAP), is also known as Half Board or Half Pension meal plan. ...
- Continental Plan, is where your room stay involves a daily **breakfast** at the hotel.

4. To ensure efficient rooming of guests, both@ **housekeeping** and the **front office** Knowing whether a room is occupied, vacant, on change, out of order (OOO), under repair, or similar, is important for proper rooms management. must inform each other of changes in a room's status.

MAD