

School of Hospitality and Tourism Skills
Session: 2021-22 (Summer Semester)
B. Voc. Program, Third Semester,
End Semester Examination

Course Code: SHT1320

Time: 2 Hour

Course Name: Hospitality Education II

Max. Marks: 50 Marks

Instruction:

Section A -05 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 B&B plate?

- a) Belgium Plan
- b) Bread and Butter
- c) Bangkok Plan
- d) Breakfast and Bed

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

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

Question No.3- which sub department is responsible for reservation?

- a) Bell desk
- b) Account
- c) Reservation
- d) Reception

Question No.4which sub department is responsible for welcoming of guest?

- a) Bell desk
- b) Account
- c) Reservation
- d) Reception

Question No.5- Between what time will you wish "Good Afternoon"?

- a) 12 Noon to 4 P.M
- b) 12 Noon to 3 P.M
- c) 12 Noon to 6 P.M
- d) 12 Noon to Midnight

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 + Dinner is known as.

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

Question no. 8 A.....desk help the guest to carry luggage and escort guest towards the room.

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

Question No. 9 Who is Drawee.

- a) Normally the person who signs
- b) Bank on which a cheque is drawn
- c) All Bank
- d) depositor

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 chef de cuisine?

Question No.2 - What do you mean by term "Hospitality"? What is the role of banquet manager in the Hotel?

Question No.3- Draw the layout of housekeeping department.

Question No.4– What is Tourism. What are the advantages and disadvantages of tourism?

Section – C

04X06 = 24 Marks

Question No. 1- Write any 6 Qualities of Food Production Personnel?

Question No. 2- Write down the Arrival Procedure in detail

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

Question No. 4. How Front office coordinates with Housekeeping and Kitchen.

Answer Key

Hospitality Education II SHT 1320 SET A

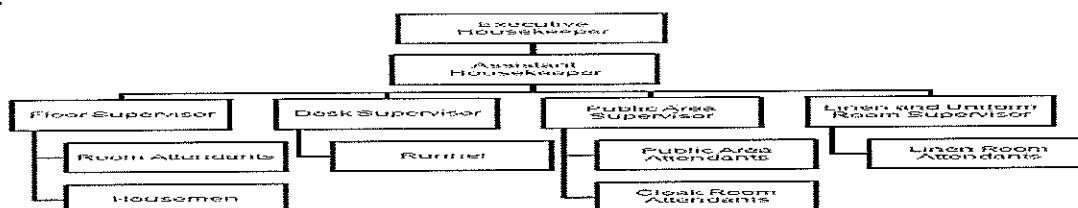
Section A

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

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.



School of Hospitality and Tourism Skills
Session: 2021-22 (Summer Semester)
B. Voc. Program, Third Semester,
End Semester Examination

Course Code: SHT1320

Time: 2 Hour

Course Name: Hospitality Education II

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 most beautiful language in the world?

- a) smile
- b) grin
- c) friendly speaking
- d) speak with love

Question No.2 - full form of ITC?

- a) Indian tobacco company
- b) Indian telecom company
- c) Indian telex company
- d) Indian taco company

Question No.3- which department is responsible for horticulture?

- a) Housekeeping
- b) Kitchen
- c) Front office
- d) Food & Beverage service

Question No.4 Who is the founder of Taj Mumbai?

- a) Nusli wadia
- b) Jamshedji Tata
- c) Dhiru Bhai Ambani
- d) Ghanshayam Das Birla

Question No.5- Between what time will you wish "Good Evening"?

- a) 12 Noon to 4 P.M
- b) 12 Noon to 6 P.M
- c) 6 P.M to 12 PM
- d) 4PM to 9 PM

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

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

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

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

Question no. 8 Founder of hotel Oberoi was

- a) Jamshedji tata
- b) Ghanshyam das
- c) P R S oberoi
- d) Mukesh ambani

Question No. 9 full form of FOM?

- a) Front Office Manager
- b) Food office manager
- c) Furniture office manager
- d) Fruit office manager

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. 6- What are the duties and Responsibilities of bar waiter?

Question No. 7 - What do you mean by term "Hospitality"?

Question No. 8- Explain the co-ordination between Housekeeping and Front office?

Question No.9– What is dummy waiter. Explain?

Section – C

04X06 = 24 Marks

Question No. 9- Explain different types of departments in 5 star hotel?

Question No. 10- Explain the guest cycle?

Question No. 11- Explain menu and its benefit?a

Question No. 12. How Front office coordinates with engineering department?

Answer Key Hospitality Education II SHT 1320 SET B

Section A

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

1. Bar Server Duties and Responsibilities

- Serve Drinks to Customers. ...
- Mix Drinks and Prepare Cocktails. ...
- Take Beverage Orders. ...
- Provide Customer Service. ...
- Check Customer Identification and Monitor Customer Drinking. ...
- Make Menu Recommendations. ...
- Record Orders and Collect Money. ...

2. **Hospitality is defined*** as: Cordial and generous reception of or disposition toward guests, or. An instance of cordial and generous treatment of guests, or. The act or practice of one who is **hospitable**; reception and entertainment of strangers or guests without reward, or with kind and generous liberality, or.

3. **COORDINATION WITH FRONT OFFICE** To ensure efficient rooming of guests, both **housekeeping** and the **front office** Knowing whether a room is occupied, vacant, on change, out of order (000), under repair, or similar, is important for proper rooms management. **must** inform each other of changes in a room's status.

4. **Dummy waiter** is another term for side board. it is a restaurant furniture and used to keep all the serving equipments for a meal session.

Section C

1. Introduction to various Department in hotel

- i) Front Office Department. ...
- ii) House Keeping Department. ...
- iii) Food and Beverage Department. ...
- iv) supporting Department. ...
- vi) Account Department. ...
- viii) Personal and Human Resource Department (H.R.D) ...
- ix) Security Department.

2. **Guest cycle** refers to the distinct stages of **guest** interaction between the hotel and **guests**. On the basis of the stage of interaction and activities involved, the **Guest Cycle** is broadly, classified into four main stages based on the activity type. These are: Pre Arrival, Arrival, Stay and Departure.

3. In a restaurant, the **menu** is a list of food and beverages offered to customers and the prices. A **menu** may be à la carte – which presents a list of options from which customers choose – or table d'hôte, in which case a pre-established sequence of courses is offered.

4. The **front office** staff interacts with all **departments** of the hotel, including ... **Coordinates** with banquet for putting information on bulletin and placing ... When a guest has **security** concern like fire, robbery, theft, and any other.





School of Hospitality and Tourism Skills
Session: 2021-22 (Summer Semester)
B. Voc. Program, Third Semester,
End Semester Examination

Course Code: SHT 1330

Time: 2 Hour

Course Name: Tour Guide and Heritage Tour Guide

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 personnel?

- a) Guest
- b) After departure of a guest
- c) Staff
- d) Individual

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

- a) Out of Order
- b) On out Order
- c) Complimentary Room
- d) None of These

Question No.3- Who is FOE in Front Office Department?

- a) Front Office Agent.
- b) Guest Relation Executive
- c) Front Office Executive
- d) Night Auditor

Question No.4- Which of the Following comes under Uniform Service?

- a) Porter
- b) Mail
- c) Travel Agent
- d) Reservation

Question No.5- What is ADR?

- a) Average Daily Rate
- b) Average Down Rate
- c) Average Departure Rate
- d) Around Department Rate

Question No. 6 A room with double occupancy, which has one large bed meant for two is called as.

- a) Single room
- b) Double room
- c) Studio room
- d) Twin room

Question no 7 what is pent house.

- a) Room built on two floors with an interconnecting staircase
- b) Room located on the terrace
- c) Room attached to the pool side
- d) Rooms connected with same door.

Question no. 8.A hotel which caters mainly for the business people.

- a) budget hotel
- b) Commercial hotel
- c) Boutique hotel
- d) transit hotel

Question No. 9what does DND stands for?

- a) Do now downstairs
- b) Do the nasty
- c) Do not disturb card
- d) Don't now disturb

Questions No. 10 what does brunch means?

- a) English breakfast time
- b) American lunch time
- c) Between breakfast and lunch
- d) English dinner



BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Section – B

04X04 = 16 Marks

Question no.1 What is Uniform Service?

Question no.2 Define Porter?

Question no.3 What is the Formula of Occupancy ratio?

Question no.4 what is Front Office?

Section – C

04X04 = 24 Marks

Question no.1 What is Cabana?

Question no.2 What do you mean by Hospitality.

Question no.3 What is Tourism?

Question no.4 what is Hospitality?



Tour Guide and Heritage Tour Guide SHT 1330

SET A (Answers)

Sec A

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

Sec B

1) The **uniformed services** personnel add value to the resort experience by providing various personalized services for guests.

There are several uniformed services positions at a hotel:

- Door person
- Bell attendant
- Valet
- Transportation driver
- Concierge

Each of these positions provides a unique opportunity for the hotel to ensure the guests enjoy an unforgettable experience.

2) A hotel porter welcomes guests, carries their luggage to and from their room and arranges various services such as taxis and restaurant bookings. They are sometimes referred to as a concierge, usually when at a senior level.

3) The Formula for Occupancy Percentage = $(\text{Number of Rooms Occupied}) / (\text{Total Number of Rooms Available for sale}) * 100$

4) The front office represents the customer-facing division of a firm. For example, customer service, sales, and industry experts who provide advisory services are considered part of a firm's front office operations. The functions of the front office generally generate the majority of revenue for a firm.

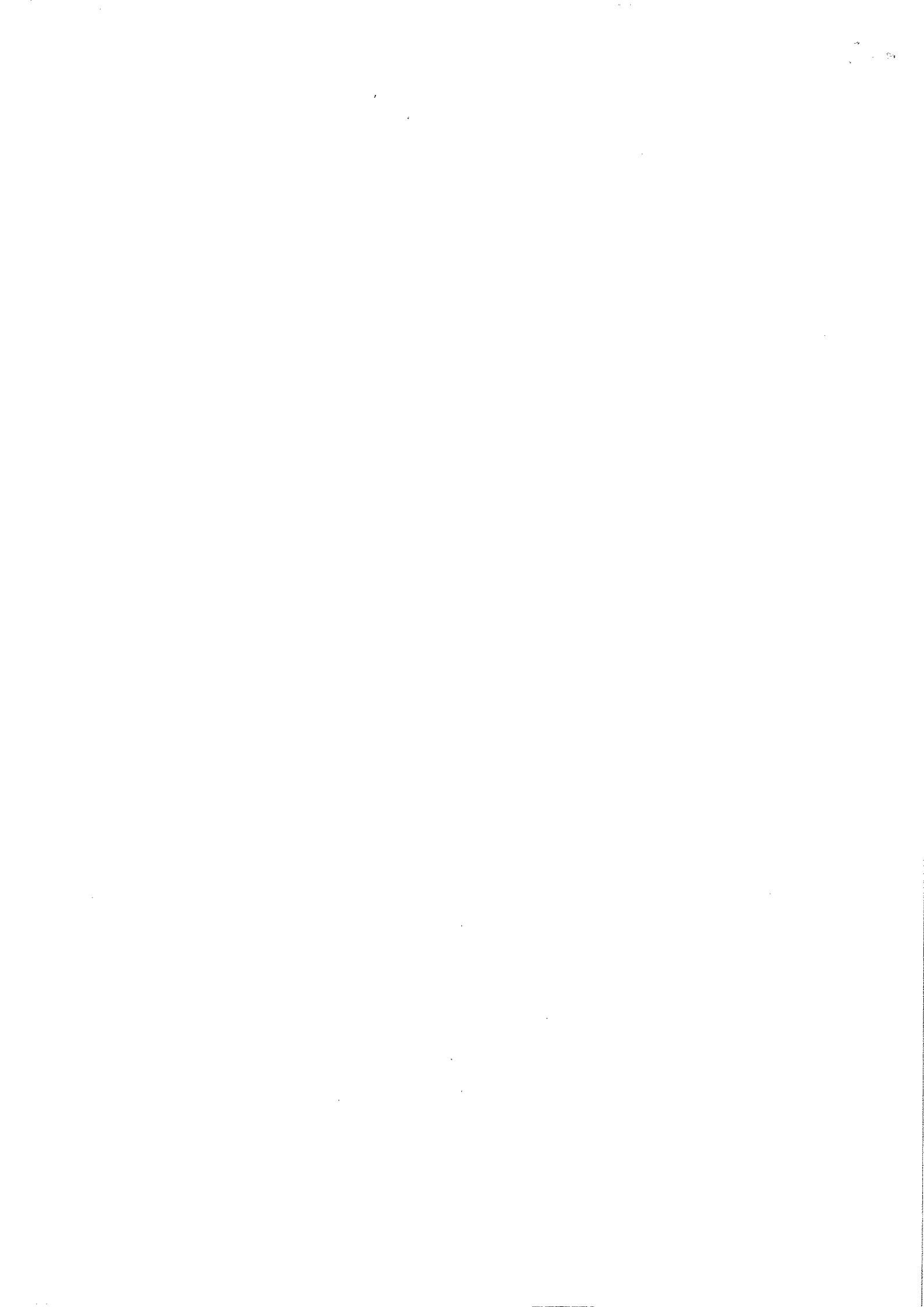
Sec -C

1) A cabana is a small, sometimes portable changing room near a swimming pool or beach. You can use the word cabana to describe any poolside changing room or building — it comes from the Spanish cabaña, with its Late Latin root capana, "hut" or "cabin."

2) Hospitality is the relationship between a guest and a host, where in the host receives the guest with goodwill, including the reception and entertainment of guests, visitors, or strangers. Louis, chevalier de Jaucourt describes hospitality in the Encyclopédie as the virtue of a great soul that cares for the whole universe through the ties of humanity.^[4] Hospitality is also the way people treat others, that is the service of welcoming receiving guests for example in hotels.

3) Tourism is distinguished from exploration in that tourists follow a "beaten path," benefit from established systems of provision, and, as befits pleasure-seekers, are generally insulated from difficulty, danger, and embarrassment. Tourism, however, overlaps with other activities, interests, and processes, including, for example, pilgrimage. This gives rise to shared categories, such as "business tourism," "sports tourism," and "medical tourism" (international travel undertaken for the purpose of receiving medical care).

4) looking after guests and being friendly and welcoming towards them.





BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Registration No.:.....

School of Hospitality and Tourism Skills
Session: 2021-22 (Summer Semester)
B. Voc. Program, Third Semester,
End Semester Examination

Course Code: SHT 1330

Time: 2 Hour

Course Name: Tour Guide and Heritage Tour

Max. Marks: 30

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-which of the following system come under Reservation?

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

Question No.6 What is the other name of Bell captain.

- a) Receptionist
- b) Hall porter
- c) Head door man
- d) Front office manager

Question No.2- which of the following comes under voucher?

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

Question No. 7What plan is otherwise called as Bed and Breakfast?

- a) European plan
- b) Modified American plan
- c) American Plan
- d) Continental plan

Question No.3The 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. 8Between what times will you wish "Good Morning"

- a) 8 A.M to 12 noon
- b) 6A.M to 12 Noon
- c) Midnight to 12 noon
- d) 4 A.M to 12 noon

Question No.4- What is GIT?

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

Question No.9 What do you call hotel which is located on the highway or motor way?

- a) Transit Hotel
- b) Floating Hotel
- c) Motel
- d) Budget Hotel

Question No. 5 – What is Fidelio

- a) Software
- b) Hardware
- c) Technique
- d) formula

Question 10.A room with single occupancy, which has a normal sized bed, is called as.

- a) Single room
- b) Double room
- c) Twin room
- d) Studio room



BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Section – B

04X04 = 16 Marks

Question No.1 What is Night auditing and write any 10 reports create during Night auditing.

Question No.2 Write down the Check Out Procedure in detail.

Question No.3 What is Reservation? What do you mean by Whitney slip?

Question No.4 What is Night Audit?

Section – C

04X06 = 24 Marks

Question No.1 What is PMS? What are the advantage and dis advantage of PMS?

Question No.2 What is Front Office Communication and what are the advantages of Front office communication.

Question No.3 What is ARR, REV Par, Occupancy Ratio & ADR

Question No.4 What do you mean by occupancy?



Tour Guide and Heritage Tour SHT 1330 SET B

Answer Key

Section A

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

Section B

Q 1 It is the process of auditing where the night auditor reviews all financial activities of the hotel that has taken place in one day.

The auditing process for the day is generally conducted at the end of the day during the following night, hence the name 'Night Audit'. It can be performed by the conventional method of using papers, receipts, vouchers, coupons, and files. But performing audit using modern PMS systems is easy, fast, and efficient.

Apart from the basic audit activities listed above, the night auditor carries out the following responsibilities –

- Taking over from the last shift.
- Checking-in or checking-out the guests after 11:00 pm at night.
- Registering the guests.
- Allocating accommodations to the newly checked-in guests.
- Settling transactions in the newly created guest accounts.
- Verifying guest folios.
- Verifying room status report.
- Balancing all paperwork with the accounts in the PMS.
- Remaining liable for security of the premises.
- Handling guest accommodation keys.
- Taking backup of the PMS generated reports
- Preparing lists of expected guest arrivals for the next day.

Q 2 It is the process of auditing where the night auditor reviews all financial activities of the hotel that has taken place in one day.

The auditing process for the day is generally conducted at the end of the day during the following night, hence the name 'Night Audit'. It can be performed by the conventional method of using papers, receipts, vouchers, coupons, and files. But performing audit using modern PMS systems is easy, fast, and efficient.

Apart from the basic audit activities listed above, the night auditor carries out the following responsibilities –

- Taking over from the last shift.
- Checking-in or checking-out the guests after 11:00 pm at night.
- Registering the guests.
- Allocating accommodations to the newly checked-in guests.
- Settling transactions in the newly created guest accounts.
- Verifying guest folios.
- Verifying room status report.
- Balancing all paperwork with the accounts in the PMS.
- Remaining liable for security of the premises.
- Handling guest accommodation keys.



BHARTIYA SKILL DEVELOPMENT UNIVERSITY

- Taking backup of the PMS generated reports.
- Preparing lists of expected guest arrivals for the next day,
- Closing financial activities for a day.

Q3 Reservation : It is to make sure that a particular service is available on a confirmed basis. Reservation is required when a service or a facility is in high demand. In the hotel, rooms are on high demand and a guest visiting a hotel without prior reservation stands less chance of availing a room. Hence in order to avoid problems, guests always reserve rooms in advance while making their travel plans.

can plan the day and arrival procedures. During registration all the details of the guest have to be filled on the registration form. In a reservation check in the details of the reserved guest are already available in the system, thus these details are printed on the registration form and kept ready for the guest signature during the check in. These registration forms are called (pre reg cards). At the end of the day no of guest arrivals can be tallied with the expected arrivals and the total arrivals for the day can be calculated. if any reserved guest fails to check in , it is called as no show and such reservation forms are filed in the no show file.

Q4. Call it the end of day process, or front office **night audit** process, hotel **night audit** is a significant part of a hotel's accounting section.

Section C

Q 1 The Importance of a Property Management System in the Hotel Industry

PMS has advanced dramatically overtime and more noteworthy integrations offer facilities that expand well past the front work area. It is now an important system that enables hoteliers to deliver a faultless guest experience.

1. Lesser Time Spent On Administrative Task And Lesser Paperwork

You can limit the measure of time spent on authoritative errands. The correct hotel PMS will complete a great deal of the work for you, enabling you to focus your attention and your vitality on the more important tasks.

2. Bigger Online Presence

An efficient hotel PMS will allow you to get listed on and manage multiple online platforms. Managing inventory and rates across all such platforms without a PMS in place becomes a difficult task as there is no centralized system to manage them.

3. Flexible Rate Management

With a Property Management System in place, you will have great flexibility in deciding what rates you want to throw in the market for your property at any given point of time. A hotel PMS helps you to plan your rates deep into the future a lot in advance, thereby allowing you to be more efficient in deciding your pricing strategies.

4. Increase In The Number Of Bookings

With all of the above-mentioned things, it is quite clear how the PMS will inevitably help you in increasing the occupancy by increasing the chances of getting a booking for your property. The most integral function of a property management system is to help the hotelier.

Q 3 $ADR = \frac{\text{Total revenue Generated in one day}}{\text{Total room sold in one day}}$

$Rev\ par = \frac{\text{Total room revenue}}{\text{Total no. of available rooms}}$

$ARR = \frac{\text{Total room revenue}}{\text{Total no. of guest staying in hotel}}$

$Occupancy\ ratio = \frac{\text{Number of rooms occupied}}{\text{total no. of rooms in hotel}} * 100$

Q.4

1: the fact or condition of holding, possessing, or residing in or on something **occupancy** of the estate.

2: the act or fact of taking or having possession (as of unowned land) to acquire ownership.

3: the fact or condition of being occupied **occupancy** by more than 400 persons is unlawful.



School of Hospitality & Tourism Skills

Session: 2021-22 (Summer Semester)

B. Voc. Program, Third Semester,

End Semester Examination

Course Code: SHT 1340

Time: 2 Hour

Course Name: Housekeeping Service Manager Advance

Max. Marks: 50

Instruction:

Section – A

10X01 = 10 Marks

Objective type questions, each question carries 01 mark.

Q.1. Room attendant are also known as

- a) Room maid
- b) Chamber maid
- c) Houseman
- d) Helpers

Q.2 The linen room should have

enough racks

- a) To stack all the files
- b) To store all the provision
- c) To stack all the linen
- d) All the above

Q.3. the actual cleaning

of room and bathroom

are done by

- a) Helpers
- b) Room attendants
- c) Houseman
- d) Head Houseman

Q.4. the work allotted to housemen, especially those in public areas are supervise by

- a) Floor supervisor
- b) Public area supervisor
- c) Head housemen
- d) Room attendant

Q.5. who is responsible and accountable for the total cleanliness, maintenance and upkeep of the Hotel?

- a) Executive chef
- b) Front Office manager
- c) General Manager
- d) Executive Housekeeper

Q.6. which of the following is the suitable feature of housekeeping clothing?

- a) Non-durable
- b) Full of ornamental design
- c) Light in weight
- d) without shoe

Q.7. Loosening the dirt in a revolutionary motion is called.

- a) Sweeping
- b) Rinsing
- c) Scrubbing
- d) Mopping

Q.8. which of the following item is most costly overhrads.

- a) Cleaning Agents
- b) Linen
- c) Cleaning Equipment
- d) Decorative items

Q.9. which of the following is not a dusting supply?

- a) cleaning cloths
- b) Dust Mop
- c) Recycle Bins
- d) Polish Brush

Q.10. which of the following is not a floor cleaning supply?

- a) Broom
- b) cobweb
- c) Mop
- d) Tiles polish



Section – B

04X04 = 16 Marks

Short answer type questions, each question carries 04 marks.

- Q.1. Explain the Duties and Responsibilities of Housekeeping Supervisor?
- Q.2. Explain the Types of Equipment's used in Room?
- Q.3. Explain the Importance of Housekeeping?
- Q.4. What is the name of the folding done at the foot side corners?

Section – C

04X06 = 24 Marks

Essay type questions, each question carry 06 marks.

- Q.1. Explain the procedure of bed making?
- Q.2. Draw and explain the layout of Housekeeping Department?
- Q.3. Describe the role of Executive Housekeeper in the Housekeeping Department?
- Q.4. Who is Hat Checker?



Answer Key: HOUSEKEEPING (SHT 1340) SET A

Section A:

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

Section B:

Answer 1. Duties and Responsibilities of Housekeeping Supervisor

Hotel housekeeping supervisors hire, train, and manage housekeeping staff at hospitality establishments. They perform human resource tasks, such as conducting interviews and training new staff on hotel policies and procedures. They also discipline employees when necessary. They also perform clerical tasks, such as creating the employee schedule and ensuring cleaning supplies are fully stocked. The rating and brand of the hotel can affect the work environment. Luxury hotels maintain a different level of standard than a family-friendly tropical resort. Since hotels are open 24 hours a day, hotel housekeeping supervisors can find themselves working nights, holidays, and weekends. Hotel housekeeping supervisors, a middle management position within the field of hospitality management reporting to senior hotel management, direct entry-level housekeeping staff.

Answer 2. Types of Equipment's used in Room

Cleaning Equipment

This equipment requires electrical power to operate. They are operated either on AC power or on the battery. Some important electric equipment is –

- **Box Sweeper** – It is electric sweeper that consists of a friction brush. The brush often is fit to revolve vertically or horizontally, when the equipment moves on the surface. It can clean floors as well as carpets. The wider the better is the box sweeper brush.
- **Vacuum Cleaner** – It is again a majorly used equipment in hotel housekeeping. It comes with a suction motor fit in a case, a hose, and various attachments for delicate as well as tough cleaning requirements.
- **Polishing Machine** – they are used to add a shine to the floors of most frequented areas of the hotel.
- **Scrubber** – It is a floor care accessory that comes with handheld electrically operated scrubber. It is used where only mopping doesn't suffice. It can scrub stubborn and sticky stains on the floors of cafeterias, restaurants, lobbies, and fitness areas where people can take food and beverages.
- **Vapor Cleaning Machine** – they are used where the chemical odors are not desired. They are equipped for continuous operation. They heat up quickly and work with low amount of moisture. They kill the beg bugs and their eggs, the yielding a completely clean environment.

Answer 3. The Importance of Housekeeping

Importance of Housekeeping in the Hotel Industry

The Housekeeping Department of the Hotel Industry stands for one motto—'Creating a home away from home'. The Housekeeping Department takes immense pride in maintaining the utmost standards of cleanliness and quality. The target of all accommodation establishments is to offer their clients with hygienic, pleasant, serene and welcoming surroundings that offer complete value for client's money. Housekeeping makes your hotel experience an enjoyable one!

Nothing attracts customers more than a spick and span hotel environment. No standard of service, courteousness or glamour can equal the happiness a customer has upon entering a spotless, clean and conveniently arranged room and amenities. Management and guests both agree that



BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Maintaining a clean and tidy room environment is a pre-requisite to command a fair compensation and get repeat business, hence, creating a loyal customer base and increased profits.

Answer 4. After the class had **folded** their papers and counted the **sides** and **corners**, Chris explained, "When a shape has five **sides** and five **corners**, it's **called** a pentagon. ... paper on one, two, or more **folds**, but only on the **folds** we've already made.

Section C:

Answer 1. The procedure of bed making

Making the bed:

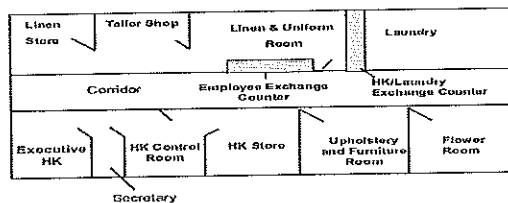
- Pull the bed a little away from the headboard.
- Spread the 1st bed sheet and tuck the bottom side of the bed except for the four corners.
- Take the loose end of the sheet, about a foot from the corner at the head of the bed and pull it straight out, forming a flap. Pull up the flap so it is flat.
- Tuck in the free part of the corner.
- Pull the flap out toward you and down over the side of the bed. Tuck the flap in.
- Move to the corner at the foot of the bed on the same side of the bed and repeat the procedure.
- Spread the second sheet the wrong side up, from the edge of mattress.
- Put Quilt 6" lower than the 2nd sheet.
- Spread the third sheet over the quilt.
- Fold the second sheet above the quilt and the third sheet and make a fold approximately 6" to 8".
- Tightly tuck the sheets under the mattress.
- Go towards the foot of the bed and tightly tuck the second sheet, quilt and third sheet together.
- Maitre the corners.
- Inset the pillows into the new pillowcase and tuck in the loose ends.
- Repeat this process for the other pillows.
- Place the pillow on the bed with the tucked edges facing the centre and the tucked flaps on the other side of the pillows.
- Position the bedspread on the bed with equal amounts hanging over both sides and the foot of the bed.
- Report to the supervisor if you notice stains or tears in the bedspread.

Answer 2. Layout of Housekeeping Department

Layout of housekeeping department

The layout of the housekeeping department is the physical demarcation of areas in the department. When the layout is well-planned, it enables the smooth functioning of the department. The layout is dependent on the size of the hotel as well as physical space restrictions. Normally, the layout is decided by the executive housekeeper; at the facility planning stage in setting up the hotel. The following areas constitute the layout of a housekeeping department:

House Keeping Department Layout



1. Executive housekeeper's cabin
2. Secretary's cabin
3. Desk Control Room
4. Lost and found Section
5. Housekeeping Stores
6. Florist's room



7. Linen and Uniform room
8. Linen Store
9. Sewing room
10. Floor Pantry/Maid's service room

Answer 3. The role of Executive Housekeeper in the Housekeeping Department

Executive housekeepers are in charge of overseeing cleaning professionals in lodging facilities, creating their work schedules and ensuring that their cleaning is done in an effective and timely fashion. Executive housekeepers usually work in large establishments like hospitals, nursing homes and hotels. A high school diploma, or equivalent education, is required to enter this career field. On-the-job training is offered, as are several degree programs and certifications that allow mobility to higher-level, professional positions.

Job Duties

Executive housekeepers are in charge of overseeing and directing the cleaning activities for a business or hotel. The work schedules are prepared and planned in advance by the executive housekeeper, and the executive housekeeper handles customer service and complaints as well.

Cleaning materials and new items are also ordered by the executive housekeeper to ensure that their workers have the proper tools to perform their job duties. An executive housekeeper has to be aware of the schedules of others in order to time the cleaning of rooms with other departments. Additionally, the executive housekeeper informs workers about the procedures and policies that have to be followed while cleaning rooms.

Job Requirements

The job requirements for an executive housekeeper position can vary depending on the employer. Previous work experience in housekeeping is frequently necessary. A high school diploma or a GED is recommended. Many employers prefer executive housekeepers with some managerial or business experience.

Answer 4.

A **checker** is 'a person that receives items for temporary safekeeping or for shipment: a baggage **checker**'. Many finer restaurants, concert halls, etc, provide staffed checkrooms for guests to safely leave their **hats**, coats and bundles during their stay.





School of Hospitality & Tourism Skills

Session: 2020-21 (Summer Semester)

B. Voc. Program, Third Semester,

End Semester Examination

Course Code: SHT 1340

Time: 2 Hour

Course Name: Housekeeping Service Manager Advance

Max. Marks: 50

Instruction:

Section – A

10X01 = 10 Marks

Objective type questions, each question carries 01 mark.

Q.1 What is Duplex suite?

- a) Room built on two floors with an interconnecting staircase
- b) Room attached to the pool side
- c) Room on the top floor
- d) 2 Rooms connected with the same door

Q.6. which of this quality is not very important for the housekeeping staff?

- a) Grooming
- b) Courtesy
- c) Analytical Skill
- d) Tact and diplomacy

Q.2. What is stock taking?

- a) Minimum linen required to meet the daily demands
- b) Control on misuse, shortage and mix-ups
- c) Physical verification by counting of stocks
- d) Stocks in the hotel

Q.7. which of the following is not Mechanical Cleaning equipment?

- a) Electric vacuum cleaners
- b) Electric polishers
- c) Water Pusher
- d) Shampoo machines

Q.3. Which of the following is not an operational budget?

- a) Guest Supplies
- b) Salaries and Wages
- c) Carpet
- d) Cleaning Supplies

Q.8. which of the following is not sundry Housekeeping equipment?

- a) Step ladders
- b) Mob
- c) Cleaning rubber gloves
- d) discarded linen

Q.4. Which of the following you will clean first?

- a) Upper Level
- b) Lower Level
- c) Furniture
- d) Carpet

Q.9. what does a hotel get minimum of 50% of its sales?

- a) Sales of Alcohol
- b) Room Sales
- c) Sales of food
- d) Gym and swimming pool

Q.5 Which of the following is the best equipment for the cleaning carpet?

- a) Broom
- b) Scrubber
- c) Cob web
- d) Vacuum Cleaner

Q.10. For what function is horticulture department responsible for?

- a) Furniture
- b) Maintenance
- c) Storage
- d) Gardening



Short answer type questions, each question carries 04 marks.

Q.1. What is head hot press?

Q.2 What is sorting?

Q.3 What is the first step in the Laundry Process after collection of Linen?

Q.4. what do you mean by upholstery?

Section – C

04X06 = 24 Marks

Essay type questions, each question carry 06 marks.

Q.1.What is Hydo Extraction?

Q.2.How can you divide hardness of water?

Q.3 How will you enter a guest room?

Q.4. Explain what is briefing?



Answer Key: HOUSEKEEPING (SHT 1340) SET B

Section A:

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

Section B:

Answer 1. Hot Head

Hot Head Presses have a 2 cylinder aluminum design (one for closing of **head** and a separate cylinder for squeeze pressure) for precise finishing. Steel wool pad, flannel pad and long life Nomex cover result in a uniform **press** including the seams and placket while preventing button breakage.

Answer 2. Sorting

Sorting refers to ordering data in an increasing or decreasing fashion according to some linear relationship among the data items

Answer 3.

The **first step** in the **linen** flow cycle is **collecting** soiled **linen**. Many mistakes are made during this **first step**. Often housekeeping staff will use soiled **linens** as a cleaning cloth. This —abuse— may add extra stains that weren't present during normal use of the **linen** piece.

Answer 4.

Upholstery is the work of providing furniture, especially seats, with padding, springs, webbing, and fabric or leather covers. The word **upholstery** comes from the Middle English word **upholder**, which referred to an artisan who makes fabric furnishings. ... A person who works with **upholstery** is called an **upholsterer**.

Section C:

Answer 1.

Hydroextractors are machines which are used in the textile processing industry. ... Hydroextractors usually work on centrifugal force creating a high gravitational force, enhancing water **extraction**. Hence the water is separated and the product is obtained in a dry form.

Answer 2.

If a test for hard **water** is measured in parts per million or milligrams per liter you can take the total **hardness** level and **divide** it by 17.1 to get **hardness** in grains per gallon. For example if your **water** test shows 250 mg/L **hardness** you actually have 14.62 grains per gallon.

Answer 3. SOP for Entering the Guest Room

The housekeeping staff should follow the SOP given below for entering the guest room.

- Leave the DND (Do not Disturb) rooms undisturbed.
- Knock the door with knuckles and announce in pleasant voice, "Housekeeping...".
- Wait for five seconds to hear the guest's response.
- In case of no response, announce the same again.
- In there is no answer second time too, open the door with the key.
- Enter the room.
- If the guest is found sleeping, withdraw from the room quietly.
- In case the guest answers, ask politely when would he like to service the room.
- In case the guest wants it later, acknowledge his reply and withdraw from the room.
- If the housekeeping work is in progress and the guest returns from outside, greet him and ask if the guest would like to return in some time.

Answer 4.

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.





School of Hospitality and Tourism Skills
Session: 2021-22 (Summer Semester)
B. Voc. Program, Third Semester,
End semester Examination

Course Code: SHT 1350

Time: 2 Hour

Course Name: Food and Beverage Service Manager Advance

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 RM?

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

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.3- Who is the Head of Food and beverage service Department?

- a) Restaurant manager
- b) Captain
- c) Executive
- d) Steward

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

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

Question No.5- Bar comes under?

- a) Food and Beverage service department
- b) Front office department
- c) Housekeeping department
- 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 is Mise en place?

Question No.2- What are the Duties and Responsibilities of Restaurant Manager?

Question No.3- What are the duties and responsibility of Steward?

Question No.4- Personal attribute of F&B service staff?

Section – C

04X06 = 24 Marks

Question No.1- Draw Food and Beverage Service Profile detail?

Question No.2- Outlets of food and beverage service Department?

Question No.3- Explain two Menu patterns?

Question No.4- What are the duties of Trainee in 5 stars Hotel?



Course Code: SHT1350

Course Name: FOOD & BEVERAGE SERVICE Manager Advance

Section – (Answers)

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

- B) Restaurant manager

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

- A) GENERAL MANAGER

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

- A) Restaurant manager

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

- A) Bar waiter

Question No.5- Bar comes under?

- A) Food and Beverage service department

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

- A) Bar manager

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

- A) Banquet manager

Question No.8- who is head in following?

- A) Manager

Question No.9 where we keep linen?

- A) Linen room

Question No.10- where we keep backup?

- A) Pantry

Section –B

Question No.1- 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.2- What are the Duties and Responsibilities of Restaurant Manager?

Ans. Restaurant Manager

- He is the head of the department.
 - He ensures the smooth running of the department
- 1) He sees to it that his staff reports to duty in time and in proper uniform.
 - 2) He ensures that courteous and personalized service is given to the guests by his staff.
 - 3) He deals with restaurant correspondence on reservations, enquiries, booking, complains etc.
 - 4) He is responsible for the up keep of the restaurant, manager's desk and their equipment.
 - 5) He deals with the complaints against his staff and other complaints of the guests.
 - 6) Participants in the selection of F&B Personnel
 - 7) Conducts regularly scheduled meeting of F&B Personnel.

Question No.3- What are the duties and responsibility of Waiter?.

- 1.He is responsible for the actual service of food and beverage.
- 2.He is responsible to maintain his own station and side-board.
- 3.He is responsible to settle the bill before the guest departs.
- 4.He is responsible for the clearance of his tables and side-board.
- 5.He is responsible to receive and give a proper hand-over from the preceding to the following shift respectively.
- 6.He is supposed to carry-out the additional responsibilities which are allotted to him by the senior captain.



BHARTIYA SKILL DEVELOPMENT UNIVERSITY

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

Question No. 4.

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

Section – C

03X03 = 09 Marks

Question No.1- Draw Organizational structure/hierarchy?

Ans.

Knowledge of food & beverages and technical ability: The staff must have sufficient knowledge of all the items on the menu and wine drinks lists in order to advise and offer suggestions to customers. 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.

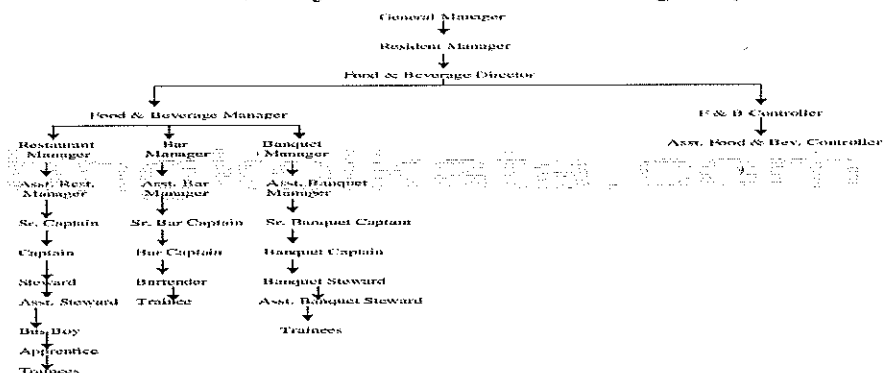
Sense of Urgency: It is very important to increase seat turnover and revenue during business hours. Slow service will lead to low seat turnover and lower revenue. The wait staff should be quick in getting food from kitchen, serving dish, presenting bill when completed and re-laying cover for the next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



BHARTIYA SKILL DEVELOPMENT UNIVERSITY

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.

Hierarchy in the Food and Beverage Department



Question No.2- Outlet Menu Ambiance Service

Airport Lounges

Wide menu for breakfast, lunch, and dinner with hot and cold beverages, salads, main meals, and desserts.

Soft instrumental music, soft lights, formal ambiance, all appealing for having meals at leisure and resting gracefully at the airport

Self or Assisted service provided 24X7, round the clock. The traveler selects food and beverage of choice, and takes to the table himself.

Bars

Wide menu of soft drinks, alcoholic beverages, and light snacks.

Informal, relaxed atmosphere, energetic music, colorful flashy lights.

Push-low seating, speedy service of cocktails, mock tails, and snacks.

Cafeterias

Short dining menu with less food options. Follows cyclic meal plan.

Attached to educational institutes or industrial organizations

Self or assisted, pre-plated, low priced service.

Coffee Shops Short menu with Informal ambience Quick and mid-priced service

hot and cold beverages, snacks, and light meals.

with light music and moderate lighting.

for high customer turnover.

Discotheque/Nightclubs

Menu with snacks and beverages.

Strobe lights, laser lights, dance floor, lively music, informal and energetic atmosphere.

Entry permission for couples or members on charge, assisted service.

Family/ Casual Dining Restaurants

Elaborate menu of single or multiple cuisines which may change according to the operating hours.

Modestly furnished, Casual atmosphere.

Assisted, mid-priced service.

Fast Food Outlets



Limited menu of hot and Cold beverages with easily prepared and fast meals cooked in advance and kept warm.

Question No.3- Personal Attribute of F&B service?

Hair: - Hair should be kept healthy, trimmed and avoid dandruff. Hair should never fall over the eyes. Waitresses may adopt neat hair styles and particularly ensure a hair length which does not fall on to or below the collar or lengthy hair should be combed and tied neatly and properly.

Bath: - Bath everyday, without fail, before coming to shift.

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.

Question No. 4

- 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.



School of Hospitality and Tourism Skills
Session: 2021-22 (Summer Semester)
B. Voc. Program, Third Semester,
End Semester Examination

Course Code: SHT 1350

Time: 2 Hour

Course Name: Food and Beverage service Manager Advance

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 RM?

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

Question No.6- What is full form of A.P.?

- e) All purpose
- f) All people
- g) All personal
- h) None of these

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.7- What is the full form of DND?

- e) Occupied
- f) ON CHANGE
- g) Complimentary Room
- h) Do Not Disturb

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

- a) Restaurant manager
- b) Captain
- c) Executive
- d) Steward

Question No.8- Who is the Head of the Department?

- e) F&B manager
- f) Supervisor
- g) Executive
- h) Waiter

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

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

Question No.9- Full form of GM?

- e) General Manager
- f) Ground manager
- g) Gym manager
- h) None of them

Question No.5- Bar comes under?

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

Question No.10- Full form of KOT?

- e) Kitchen order ticket
- f) Kitchen open ticket
- g) Kitchen on ticket
- h) None of them



Section – B

04X04 = 16 Marks

Question No.1- What is menu?

Question No.2- Difference between A la carte menu and Table d'hôte?

Question No.3- What are the duties and responsibilities of captain?

Question No.4- Draw Organizational structure/hierarchy?

Section – C

04X06 = 24 Marks

Question No.1- write 10 glass names?

Question No.2- Explain different types of menu?

Question No.3- Attribute of F&B service staff?

Question No.4- What are the duties of General Manager?



Course Code: SHT1350

Time: 2 Hour

Course Name: FOOD & BEVERAGE SERVICE Manager Advance

Max. Marks: 50

Section – (Answers)

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

Question No.6- What is full form of A.P?

i) All purpose

Question No.7- What is the full form of DND?

i) Do Not Disturb

Question No.8- Who is the Head of the Department?

i) F&B manager

Question No.9- Full form of GM?

i) General Manager

Question No.10- Full form of KOT?

i) Kitchen order ticket

Section – B

Question No.1- Menu

In a restaurant, the **menu** is a list of food and beverages offered to customers and the prices. A **menu** may be à la carte – which presents a list of options from which customers choose – or table d'hôte, in which case a pre-established sequence of courses is offered.

Question No.2-

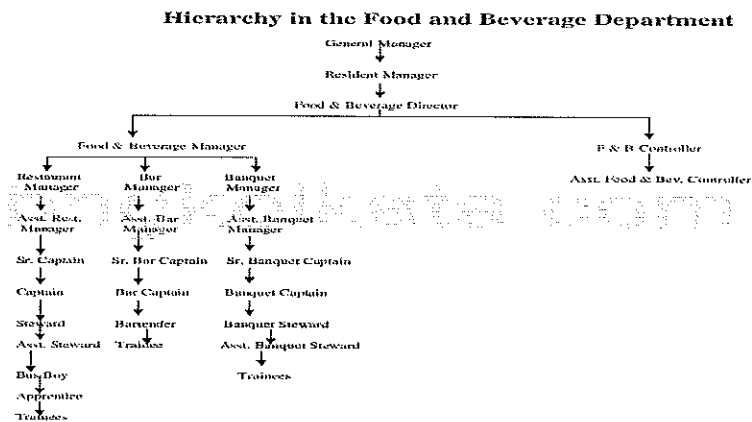
Ans. A la carte: It means the presentation of a long sequence of course and dish in menu. Each dish is individually priced. Dishes are cooked to order and the portion are large then Table d'hôte menu. The guest has a wide choice and should be prepared to wait for this.

Question No.3- What are the duties and responsibility of Captain?.

- 1.He is responsible for the actual service of food and beverage.
- 2.He is responsible to maintain his own station and side-board.
- 3.He is responsible to settle the bill before the guest departs.
- 4.He is responsible for the clearance of his tables and side-board.
- 5.He is responsible to receive and give a proper hand-over from the preceding to the following shift respectively.
- 6.He is supposed to carry-out the additional responsibilities which are allotted to him by the senior captain.
- 7.The steward is supposed to carry out the maintenance of stock of cutlery, linen, crockery at all times in a shift.
- 8.The steward is supposed to suggest a food and beverage dish to a guest and/or when required.

Question No. 4.

Draw Organizational structure/hierarchy?



Section – C

Question No.1-

Short Tumbler. A 5- or 6-ounce capacity with straight or slightly sloping sides. ...

Tall Tumbler, ...

Wineglass (White) ...

Wineglass (Red) ...

Cocktail Glass. ...

Tall Flute or Tulip Glass. ...

Liqueur Glass. ...

Brandy Snifter.

Question No.2- Explain different types of menu?

□ Table d'hôte: A fixed menu planned for complete meal at a fixed price. It is a meal of three to four courses with a limited choice of dishes, and it is cooked in advance. It is change daily or change in rotation. Leftovers food could be used in this type of menu as it helps to economize. □ A la carte: It means the presentation of a long sequence of course and dish in menu. Each dish is individually priced. Dishes are cooked to order and the portion are large then Table d'hôte menu. The guest has a wide choice and should be prepared to wait for this. □ Catre de jour: these are some time insert in A la carte menu, which comprises a few special dishes of the day to vary a la carte menu regular customer. Some establishments have a set pattern for this menu, example- Roast Chicken: – Monday, Fish & chips: – Tuesday, Curry & Rice: – Wednesday etc. □ Banquet: Usually the menu composed for a number of people and necessary to know the reason for the banquet. It is usually a formal affair and dishes should be compiled to suit the occasion. The menu is elaborate and high-class quality. It is a fixed menu with no choice. □ Buffet: There are two type of buffet, one is Light buffet another is Fork buffet (lunch & dinner). The buffet tables are attractively decorated. The foods are served also colorful and Eye appealing. Light buffet are give for various reasons to augment along function.

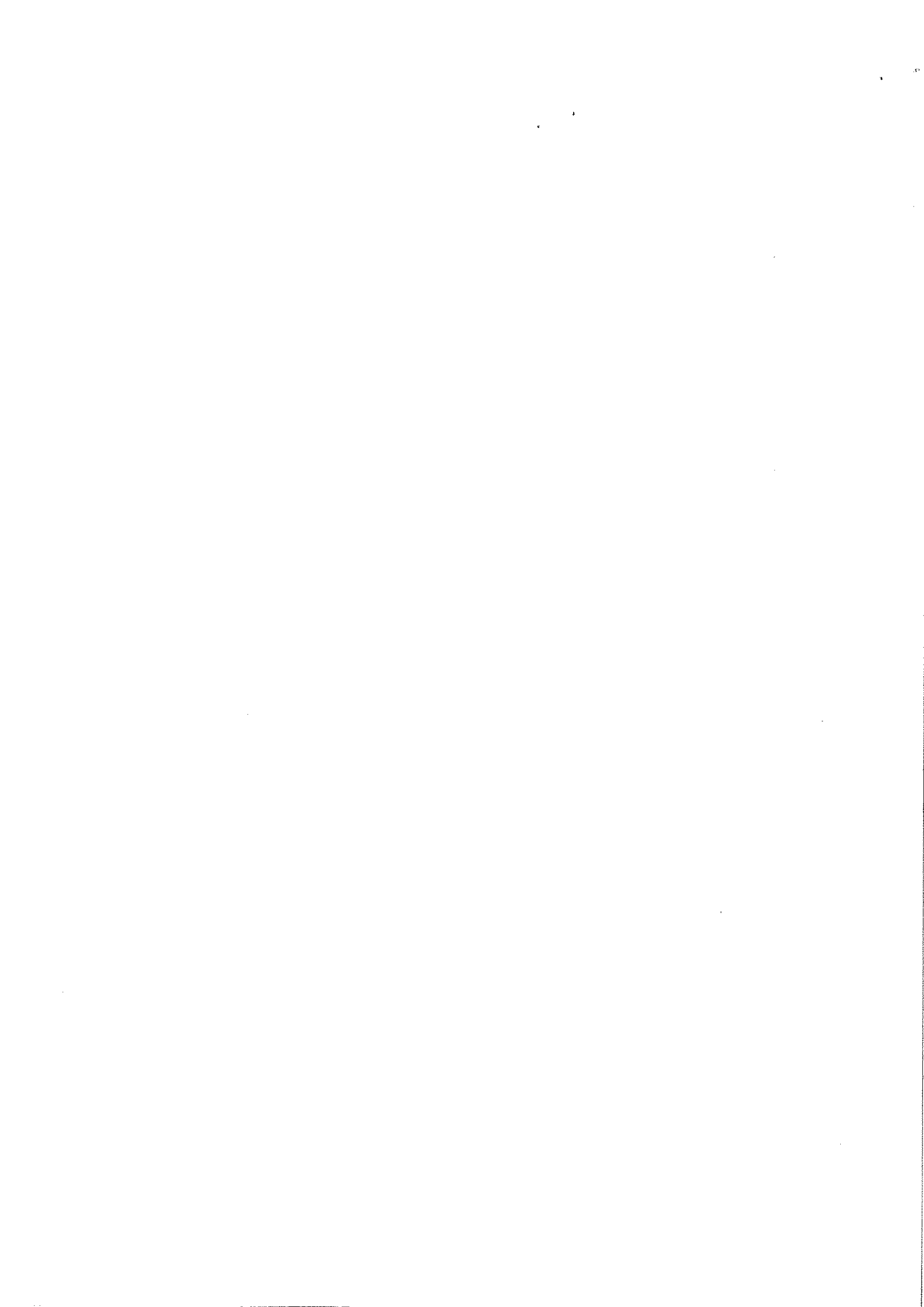


Question No.3-

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

Question No.4.

- Oversee day-to-day operations.
- Design strategy and set goals for growth.
- Maintain budgets and optimize expenses.
- Set policies and processes.
- Ensure **employees** work productively and develop professionally.
- Oversee recruitment and **training** of new **employees**.





School of Hospitality and Tourism Skills

Session: 2021-22 (Summer Semester)

B. Voc. Program, Third Semester,

End Semester Examination

Registration No.:.....

Course Code: SHT1360

Time: 1 Hour

Course Name: Food Production Manager Advance

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

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

d) Sous vide

Q.6. what type of Dust is collected in the red colour dustbin?

- a) Non-recycle waste
- b) Recycle waste
- c) Both Non-recycle waste and Recycle waste
- d) Only the vegetable skins

Q.2.In the kitchen there are different jobs, which of the following is not the personnel in kitchen.

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

Q.7. what is the English name of Masoor Dhal?

- a) Bengal Gram
- b) Green Rice
- c) Short Rice
- d) very long Rice

Q.3. which of the dish does not contain cereals?

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

Q.8. what is the name of the radish in Hindi?

- a) Gazar
- b) Gobi
- c) Moli
- d) Nimbu

Q.4. Which of the following should be consumed daily in large quantity?

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

Q.9. which of the following is a dry fruit?

- a) Fig
- b) apple
- c) Pineapple
- d) custard apple

Q.5. Which of the following terms is not a type of vegetable cut?

- a) Brunoise
- b) Juliennes
- c) Concasse

Q.10. who is overall responsible for the kitchen?

- a) Sous Chef
- b) Chef de Partie
- c) Chef
- d) Commis



School of Hospitality and Tourism Skills
Session: 2021-22 (Summer Semester)
B. Voc. Program, Third Semester,
End Semester Examination

Section – B

04X04 = 16 Marks

- Q.1. Name a dish made from potatoes.
- Q.2. Name the Ingredients present in milk?
- Q.3. Name the part of the grain from which the starch is obtained?
- Q.4. In what motion the scrubbing process is done?

Section – C

04X06 = 24 Marks

- Q.1. Describe the blanching cooking method, how it is used, what are the two variants and which products can be blanched.
- Q.2. Which cooking method is used to add golden brown color to the top of the dish and which foods are suitable for it?
- Q.3. What is the main ingredient for a classic Italian sauce and name a dish in which it is used?
- Q.4. Where should be the location of Main waste area?



School of Hospitality and Tourism Skills
Session: 2021-22 (Summer Semester)
B. Voc. Program, Third Semester,
End Semester Examination

Set A

Set A

Food Production Manager Advance (SHT 1360)

Section -A

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

Section B

1. Potato gratin, potato stock, all Indian dishes with potatoes
2. Water, fat, carbohydrates, protein, minerals, vitamins
3. from the core
4. The **process** of **scrubbing**, gowning and gloving is one that all members of the surgical team must **complete** before each operation. ... in the gowning pack, using a dabbing **motion** instead of a wiping **motion**

Section C

1. A distinction is made between blanching in cold and boiling water. Cold bones, carcasses and fishing equipment are prepared and blanched which are leached out because one wants to have the taste and ingredients in the brew. Meat, potatoes and vegetables are blanched hot. These products should not be reached out and the vitamins and minerals should be preserved in the food.
2. Grating: eggs, cream, cheese, béchamel, hollandaise, crusts with breadcrumbs
3. Tomatoes, spaghetti Napoli, pizza, aubergine the parmesan, penne a arrabbiata
4. **Waste** management (or **waste disposal**) includes the activities and actions required to manage ... **Waste** can be solid, liquid, or gas and each type has different methods of **disposal** ... distribution, and **primary** use and then follows through the **waste** hierarchy's ... A landfill is a **site** for the **disposal** of **waste** materials by burial.



School of Hospitality & Tourism Skills

Session: 2021-22 (Summer Semester)

B. Voc. Program, Third Semester,

End Semester Examination

Course Code: SHT 1360

Time: 2 Hour

Course Name: Food Production Manager Advance

Max. Marks: 50

Instruction:

Section – A

05X01 = 05 Marks

Objective type questions, each question carries 01 mark.

Q.1 What is colour and material of a Chef Coat?

- a) White and nylon cloth
- b) Checked and Cotton cloth
- c) White and Cotton Cloth
- d) Checked and Nylon cloth

Q.2. How should be the kitchen staffs finger nail?

- a) Long and clean
- b) Short and clean
- c) Short with nail polish
- d) Long with nail polish

Q.3. What type of Dust is collected in the red colour dustbin?

- a) Non-recycle waste
- b) Recycle waste
- c) Both Non-recycle waste and Recycle waste
- d) Only for vegetable skins.

Q.4. In how many categories kitchen equipments are classified?

- a) 4
- b) 6
- c) 2
- d) 3

Q.5. Basmati Rice is an example of which type of rice?

- a) Long Rice
- b) Medium Rice
- c) Short Rice
- d) Small Rice

Q.6. what do we do first when we enter the kitchen?

- a) Mise en place
- b) Washing and disinfecting hands
- c) Read the recipe
- d) Cleaning the kitchen

Q.7. kitchen organization, which of the following employee works in the kitchen?

- a) Receptionist
- b) Concierge
- c) Chef de Service
- d) Commi de cuisine

Q.8. Chef poissonier Specializes in

- a) vegetarian
- b) Fish Preparations
- c) Meat
- d) None of These

Q.9. the meal which provide a choice of items is

- a) Ala-carte
- b) Table D' Hote
- c) Counter Service
- d) None of These

Q.10. A Hotel Employee who Handles Restaurant and Tour Reservations, Travel Arrangements Etc is.

- a) Housekeeper
- b) Chef De Cuisine
- c) Concierge
- d) None of These



Section – B

04X04 = 16 Marks

Short answer type questions, each question carries 04 marks.

Q.1. Where should be the location of Main waste area?

Q.2 What is the use of Butchers Knife?

Q.3. What do you mean by Mince?

Q.4. what is chopping?

Section – C

04X06 = 24 Marks

Essay type questions, each question carry 06 marks.

Q.1. Write the 3 main classifications of Kitchen equipments?

Q.2. What is called as Mise-en-place?

Q.3 What is the reason for fainting in kitchen?

Q.4 What is the aim and objective of cooking?



Answer Key: FOOD PRODUCTION SHT 1360 SET B

Section A:

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

Section B:

Answer 1.

Waste management (or waste disposal) includes the activities and actions required to manage in rural areas, waste may need to be taken to a transfer station. The project's main objective is to minimize the problem of indiscriminate littering that leads to a landfill is a site for the disposal of waste materials by burial.

Answer 2.

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.

Answer 3.

- (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.
- 2 : to utter or pronounce with affectation **minced** the word in the manner of the old lady.

Answer 4.

Chopping means to cut food into (more or less) bite-sized pieces using the quick, heavy blows of a knife. If a recipe calls for something to be finely **chopped**, the pieces should be smaller than bite sized, and if it calls for roughly **chopped**, they should be slightly bigger.

Section C:

Answer 1.

Available it is useful to group them into **three categories: utensils, mechanical equipment, and large (fixed) equipment.** **Utensils** are small hand-operated pieces of equipment. **Different utensils** are made for **different** tasks, such as for cutting, mixing, blending, or measuring.

Answer 2.

It means "everything in its **place**" and a whole lot more. When a professional chef prepares a dish for service, they gather all the tools and ingredients needed to finish it, without moving from the station they are in.

Answer 3.

Fainting can be triggered by a number of factors, including:

- fear or other emotional trauma.
- hyperventilation.
- dehydration.
- standing in one position for too long.
- standing up too quickly.

Answer 4.

The aim or intention of **cooking** is to see that the food **cooked** undergoes a physical and at times chemical changes and that the end result is **edible** It helps to digest the food. □and acceptable.

