

**School of Hospitality and Tourism Skills**

**Session: 2021-22 (summer Semester)**

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

**2<sup>nd</sup> In-Sem. Examination**

**Course Code: SHT1130**

**Time: 1 Hour**

**Course Name: FRONT OFFICE ASSOCIATES BASIC**

**Max. Marks: 20**

**Instruction:**

**Section A** -05 objective type questions, each question carries 01 mark.

**Section B**- 03 short answer type questions, each question carries 02 marks.

**Section C**-03 essay type questions, each question carries 03 marks

**Section – A**

**05X01 = 05 Marks**

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

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

- c) Executive
- d) Supervisor

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

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

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

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

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

- a) Front Office Manager
- b) Lobby Manager

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

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

**Section – B**

**03X02 = 06 Marks**

**Question No.6-** What is Registration?

**Question No.7-** What are the Duties and Responsibilities of a Front Office Manager?

**Question No.8-** Draw the Format of Whitney slip.

**Section – C**

**03X03 = 09 Marks**

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

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

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



**Course Code: SHT1130**

**Course Name: FRONT OFFICE ASSOCIATES BASIC**

**Max. Marks: 20**

**Section – (Answers) SET A**

**05X01 = 05 Marks**

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

- 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

**Section – B**

**03X02 = 06 Marks**

**Question No.6-** What is Registration?

**Ans.** Check in of a guest in a hotel involves, receiving the guest, ascertaining the requirement, registering the guest, allotting the room and rooming the guest. Depending on the nature of the reservation the different check in procedures are followed. Information is taken from the reservation record for quick check-in. It includes printing of the registration card, room and rate assignment, creation of a guest folio; other functions may also be part of the pre-registration activities. Sometimes room number is not assigned especially when the occupancy is high. Pre-registration can help plan for special requests. This leads to innovation in registration.

**Option-** when the driver goes to the airport to pick up the guest. He can get the guest signature on the registration card, take an imprint of the credit card, the room key can be given to the guest even before reaching the hotel. The check in can be carried out at the airport itself.

**Question No.7-** What are the Duties and Responsibilities of a Front office Manager?

**Ans. Front Office Manager**

He is the head of the department.

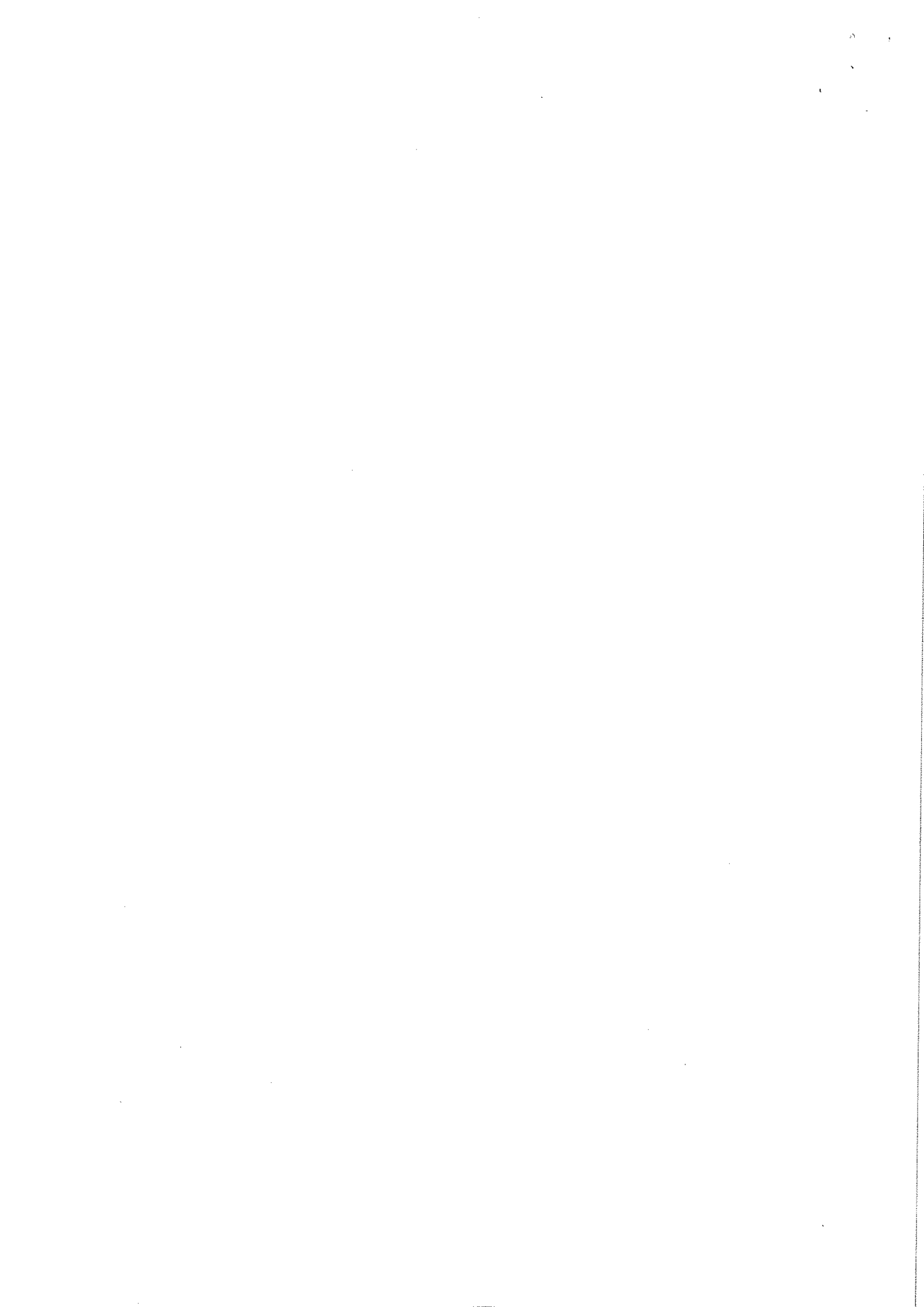
He ensures the smooth running of the department

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

**Question No.8-** Draw the Format of Whitney slip.

**Ans.** Whitney slip

Guest Name	Date of Arrival	Room Type	Room Rate	Date of Departure
Mode of Reservation		Reserved By		Date Received



Reservation Agency if Any:	
Billing Instructions	Date of Confirmation

**Section – C**

03X03 = 09 Marks

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

**Ans.**

**Guest Registration Card**

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Country: \_\_\_\_\_ Passport No.: \_\_\_\_\_

Present Address: \_\_\_\_\_ State of Birth: \_\_\_\_\_

Home Address: \_\_\_\_\_ Date of Arrival at Hotel: \_\_\_\_\_

Special Agent's Name: \_\_\_\_\_ Telephone No. of Hotel: \_\_\_\_\_

Room No.: \_\_\_\_\_ Registration Certificate No.: \_\_\_\_\_

Rooming by: \_\_\_\_\_ General Agent: \_\_\_\_\_

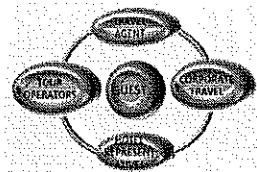
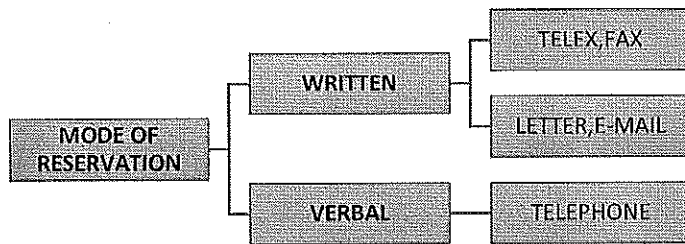
Special Agent: \_\_\_\_\_ Name of Hotel: \_\_\_\_\_

I agree to abide by the Hotel Rules & Regulations.

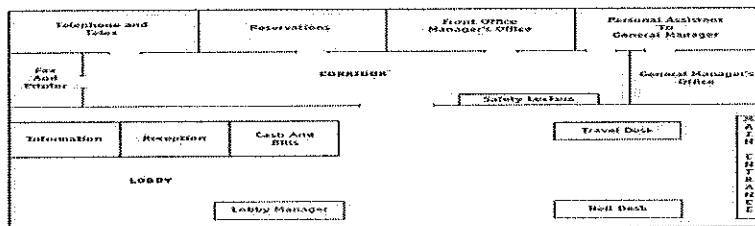
**FOR OFFICE USE ONLY**

Special Agent's Name: \_\_\_\_\_ Employee's Name: \_\_\_\_\_

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



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



*M. Prissli*





# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Registration No.:.....

**School of Hospitality & Tourism Skills**

**Session: 2021-22 (Summer Semester)**

**B. Voc. Program, First Semester,**

**2<sup>nd</sup> In-Sem. Examination**

**Course Code: SHT 1140**

**Time: 1 Hour**

**Course Name: Housekeeping Associate Basics**

**Max. Marks: 20**

**Instruction:**

**Section – A**

**Objective type questions, each question carries 01 mark.**

**05X01 = 05 Marks**

- Q.1.If You Are Staying In A Five Star Hotel, You Are An
- A) Extra High Budgeted Tourist
  - B) Guest of the Hotel
  - C) Middle Budgeted Tourist
  - D) Guest of the Company That Has Invited You
- Q.2 Which Is the First State in India to Convert Its Maharaja's Into Hotel
- A) Rajasthan
  - B) Kashmir
  - C) Uttar Pradesh
  - D) Madhya Pradesh
- Q.3. Which Is the Hotel On Wheels
- A) Motel
  - B) Rotel
  - C) Floatel
  - D) Airtel
- Q.4. We Can Find Unique Artifacts and Accommodations In ----- Hotel
- A) Floating Hotel
  - B) Motel
  - C) Palace Hotels
  - D) None of These

Q.5 Linen store contain

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

**Section – B**

**Short answer type questions, each question carries 02 marks.**

**03X02 = 06 Marks**

- Q.1. what is Housekeeping Department?
- Q.2 Explain the importance of Room Status symbols?
- Q.3 State the qualities required for Housekeeping?

**Section – C**

**Essay type questions, each question carry 03 marks.**

**03X03 = 09 Marks**

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





# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Answer Key: HOUSEKEEPING(set A)

## Section A:

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

## Section B:

### Answer 1. Housekeeping definition

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

### Answer 2. Room Status Definition

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

### Answer 3.

#### Attributes Required for Housekeeping Personnel

Trustworthy, often, you'll be leaving you 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:-

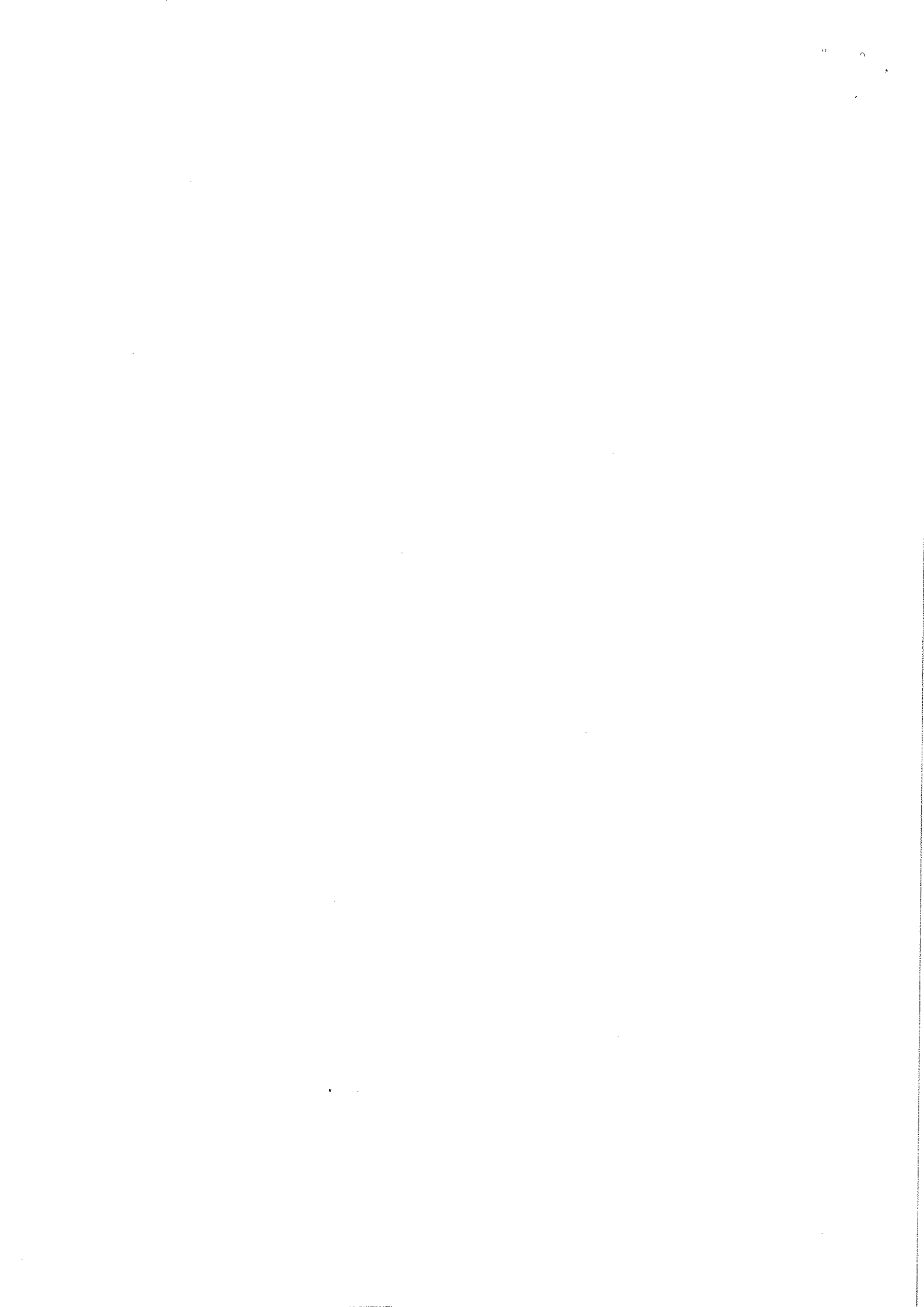
The guest made arrangements to settle his/ her a/c but has left without informing the front office.

### 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 uses chemicals (bleaches, detergents, softeners etc.) while washing process to remove stains instead of treating laundry items separately before washing.

*M. Hussli*





# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Registration No.:.....

School of Hospitality and Tourism Skills

Session: 2021-20 (Summer Semester)

B. Voc. Program, 1st Semester,

2<sup>nd</sup> In-Sem. Examination

Course Code: SHT1150

Time: 1 Hour

Course Name: FOOD & BEVERAGE SERVICE BASIC

Max. Marks: 20

## Instruction:

**Section A** -05 objective type questions, each question carries 01 mark.

**Section B**- 03 short answer type questions, each question carries 02 marks.

**Section C**-03 essay type questions, each question carries 03 marks

## Section – A

05X01 = 05 Marks

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

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

c) Executive

d) Steward

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

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

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

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

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

- a) Restaurant manager
- b) Captain

**Question No.5-** Bar comes under?

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

## Section – B

03X02 = 06 Marks

**Question No.6-** What are the duties and responsibilities of captain?

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

**Question No.8-** What are the duties and responsibility of Waiter?

## Section – C

03X03 = 09 Marks

**Question No.9-** Draw Organizational structure/hierarchy?

**Question No.10-** Professional Attribute of F&B service staff?

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





Answer Key: INTERCOMPANY COMPANY (SET A)

**Section A:**

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

**Section B:**

**Q1. (Ans):**

Describe in sentence what the service method "French service/presenting service" means.

This is a classic silver-service. It uses the service spoon and fork method. The waiter serves the food from a platter onto a hot or cold plate from the left side.

**Q.2. (Ans):**

Cutlery symbols:

draw two plates and how the cutlery is placed:

- The customers have finished their meal. The plate can be cleared: **Fork and knife lie to the right of each other at 4.**
- The customer wish a second service: **the knife is at 4, the fork is at 8**

**Q.3. (Ans):**

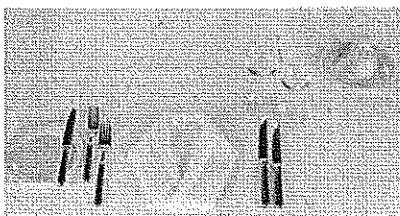
Write down three points why red wine is decanted.

1. To expose the wine to air to improve the aroma
2. To bring the wine to room temperature
3. To separate the wine from the sediment.

**Section C:**

**Q.1. (Ans):**

Draw a basic restaurant cover in an international service



**Q.2. (Ans):**

Basic service rules, working at a side table

Create a checklist with 10 points for working at a side table.



- \* Both hands should be used at gueridon service.
- \* Do not turn your back on the customers whilst at work.
- \* Make sure to stand straight whilst working at the gueridon.
- \* Always arrange the meat at the bottom of the plate, pointed to the customers. Vegetables are arranged on the upper left side dishes on the upper right.
- \* When arranging the vegetables, take the colour harmony into consideration.
- \* If cakes/pies are arranged from the side table make sure that the point of the cake is pointed to the customer or lays at 7 o'clock.
- \* The plates should not look overloaded.
- \* The rim of the plate must stay clean all the time.
- \* Always serve hot dishes on hot plates.
- \* Always serve cold dishes on cold plates.
- \* Serve sauce to the left of the meat/fish.
- \* Herb butter or similar are served on top of the meat.
- \* Sauce for meat, which was cooked in the same place as the meat, is drizzled over the meat.
- \* Make sure to work rationally and swiftly to avoid the dish from cooling down.

### Q.3. (Ans):

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, 1st Semester,**

**2nd In-Sem. Examination**

Registration No.:.....

**Course Code: SHT1160**

**Time: 1 Hour**

**Course Name: Food Production/ kitchen Basic**

**Max. Marks: 20**

**Instruction:**

**Section A** -05 objective type questions, each question carries 01 mark.

**Section B**- 03 short answer type questions, each question carries 02 marks.

**Section C**- 03 essay type questions, each question carries 03 marks

**Section – A**

05X01 = 05 Marks

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

C) Homage

A) Physical Process

D) Poission

B) Mechanical Process

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

C) Chemical Process

A) Indian & Chinese

D) None of the above

B) Indian & Japanese

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

C) Chinese & French

A) Cuisine

D) None of These

B) Cookery

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

C) Carving

A) Steaming

D) Cooking

B) Baking

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

C) Roasting

A) Sournage

D) Frying

B) Formage

**Section – B**

03X02 = 06 Marks

Q.1.What is Satellite Kitchen in Hotel?

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

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

**Section – C**

03X03 = 09 Marks

Q.1.What is waste management?

Q.2. Benefits of following the steps to handle the kitchen equipment's?

Q.3.Write points of kitchen grooming standard.





**School of Hospitality and Tourism Skills**

**Session: 2021-22 (Summer Semester)**

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

**2nd In-Sem. Examination**

SHT 1160(Food Production/ kitchen Basic)(SHT 1160) SET A-Answer Key

Section A

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

Section B

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

Receiving→ Storing→ Processing→ Cooking→ Serving

2.1. Digestion

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

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

Section C

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

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

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

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

M. Missli

