



**School of Hospitality & Tourism Skills**

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

**B. Voc. Program, Fifth Semester,**

**End-Sem. Examination**

**Course Code: SHT 1520**

**Time: 1 Hour**

**Course Name: Hospitality Education III**

**Max. Marks: 50**

**Instruction:**

**Section – A**

**10X01 = 10 Marks**

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

**Q1.** In Microsoft PowerPoint, two kinds of sound effects files that can be added to the presentation are

- (A) .jpg files and .gif files
- (B) wav files and .jpg files
- (C) wav files and .gif files
- (D) .wav files and .mid files

**Q2** To make the selected text bold, the shortcut key is

- (A) Space + H
- (B) Shift + B
- (C) Alt + B
- (D) Ctrl + B

**Q3** To add or change a shadow, point to \_\_\_\_\_ button, and then click the shadow that you want.

- (A) Rotate
- (B) Flip
- (C) Shadow
- (D) Highlight

**Q4** Which key helps to move to the end of a line?

- (A) Home
- (B) Page up
- (C) End
- (D) Page Down

**Q5** To justify the selected text, the shortcut key is

- (A) Ctrl + J

(B) Ctrl + J

(C) Ctrl + U

(D) Ctrl + L

**Q6.** \_\_\_\_\_ appear at the bottom of the Excel window.

- (A) Title bar
- (B) Formula bar
- (C) Work sheet tabs
- (D) Name box

**Q7.** What are the basic rectangular building blocks of a spreadsheet?

- (A) Cells
- (B) Zoom slider
- (C) Help button
- (D) All of these

**Q8.** Which of the following is not a term pertaining to spreadsheets?

- (A) Cell
- (B) Character
- (C) Browser
- (D) Formula

**Q9.** Another name for a pre-programmed formula in Excel is

- (A) Cell
- (B) Graph
- (C) Function
- (D) Range

**Q.10.** Excel is a program that is used to prepare a

- (A) Slide presentation
- (B) Spreadsheet
- (C) Text document
- (D) Database



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

Q.1. What does you mean by Hotel?

Q.2 Explain the benefits of Grooming?

Q.3 Explain Coordination in the Hotel? Minimum 10 points.

Q.4..Note 4 Example of an additional sale in the front office.

**Section – C**

04X06 = 24 Marks

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

Q.1. Explain the Housekeeping co-ordination?

Q.2. Describe the hygiene.

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

Q.4. Which points have to be considered to prevent damage in case of fire?



Answer Key: Hospitality Education III (SET A)

**Section A:**

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

**Section B:**

Q1. (Ans):

The most common type of accommodation in the hotel industry, a hotel is defined as an **establishment that offers overnight accommodation, meals and other services**. They are mainly aimed at travellers or tourists, although locals may also use them. Hotels provide private rooms, and almost always have en-suite bathrooms.

Q.2. (Ans):

Grooming **maintains a healthy coat and skin**. Regular nail trims not only help keep the nails short but helps reinforce healthy foot structure and posture, and reduces the risk of infection. Your pet will look and smell great. Regular visits may result in early detection of issues with ears, skin, teeth and more.

Q.3. (Ans):

The coordination here is mainly concerned with **the prevention of fire and thefts and the safekeeping of keys and lost property**. 2. Housekeeping personnel should also report anything of a suspicious nature or movement in hotel immediately to the security staff.

Q.4. -(Ans)

- Specialities from e.g. Jaipur
- Travel,
- Places of interest, visits to temples
- Traditional festivals

**Section C:**

**Answer 1. Housekeeping Coordination**

**The repairing and maintenance of broken furniture and fixtures**. The painting of the required area in the hotel. Repairing pipes and electric points in the guest rooms. Collection of soiled uniforms from the Maintenance staff and provision of ready uniforms to them daily.

Q.2. (Ans):

Hygiene is a **series of practices performed to preserve health**. According to the World Health Organization (WHO), "Hygiene refers to conditions and practices that help to maintain health and prevent the spread of diseases." Personal hygiene refers to maintaining the body's cleanliness.

Q.3. (Ans):

Front Office Department plays a vital role in a hotel, and it is the face of a hotel or hospitality establishment. It is the first and the last department where a guest interacts. The Front Office Department is **responsible for creating first hand impressions regarding the level of services and facilities provided**.

Q.4. (Ans)

- Avoid panic
- Alarm
- Initiate rescue measures,- fight fire,- Providing first aid





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**Course Name: Hospitality Education III**

**Max. Marks: 50**

**Instruction:**

**Section – A**

**10X01 = 10 Marks**

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

**Q1 What do you do in firefighting in order?**

- A. Extinguish, Inform, Find, Restrict
- B. Find, Inform, Restrict, Extinguish
- C. Inform, Find, Extinguish, Restrict
- D. Find, Restrict, Extinguish, Inform

**Q2 What does an inventory report?**

- A. Assets & debts
- B. Profit & debts
- C. Assets & profit
- D. Assets & maintenance

**Q3 At what temperature are frozen products stored?**

- A. -10°
- B. -14°
- C. -18°
- D. -20°

**Q4 What is the first thing you do when you find a casualty?**

- A. Emergency call
- B. Side position
- C. Check breathing
- D. Check consciousness

**Q5 Which is not a useful lactic acid bacteria?**

- A. Yeast
- B. White mould
- C. Lysteria
- D. Acetic acid bacteria

**Q6 The guest enters into a large hotel from its**

- A) Lobby
- B) Front Office
- C) Reception
- D) Restaurant

**Q7 What is a mock tail**

- A) It is liquor mixed with fruit juices
- B) It is a combination of fruit juices tastefully garnished but sans alcohol
- C) It is a type of draught beer
- D) It is plain lemon juice

**Q8 Name the underlines cloth used on a restaurant table**

- A) Slip cloth
- B) Demask
- C) Serviette
- D) Baize cloth

**Q9 A food service operation of a limited menu and self-service is**

- A) Buffet arie
- B) Bar
- C) Cafeteria
- D) None of these

**Q10 A hotel room with all guest rooms occupied is called**

- A) Green House
- B) Full House
- C) Houseful
- D) None of these



**Section – B**

04X04 = 16 Marks

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

- Q.1. Nutrition pyramids: name one recommendation per level for healthy and enjoyable eat and drink up.
- Q.2..What does the word additional sale mean? Explain the meaning in one sentence.
- Q.3.What do you report when you call an emergency: write down with five bullet points?
- Q.4 Name the three phases of cleaning and explain them briefly

**Section – C**

04X06 = 24 Marks

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

- Q1.What makes you special in your profession and makes you a good professional? List 6 motivating points.
- Q2..Principles to avoid bacteria in our work area? Note which influence cold, warmth, heat have on the bacteria:
- Q.3.In a kitchen brigade of a large hotel, 3 cooks are missing due to illness, which is 12.5%. How many cooks are in the kitchen brigade?
- Q.4. In your project work you wrote about a food product, please note:
- Name of the food product (must be identical to the one in your portfolio):
  - Story of the food product:
  - Production and extraction:
  - Uses:
  - Health effect:



**Answer Key: Hospitality Education III**

**Section A:**

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

**Section B:**

**Q1.. nutrition pyramids, recommendations of the different levels**

- Moderate with pleasure
- Daily with Mass
- Sufficient daily
- at every main meal
- 5 a day in different colours
- Spread over the day

**Q2..** We recommend the guest in addition to the planned arrangement, through the sale receive we additional income = added value

**Q3.(Ans):**

What do you report when you call an emergency: write down with five points?

1. Where is the scene of the accident?
2. Who is on the phone?
3. What happened?
4. What has already been done?
5. How Many people are involved?

**Q.4. (Ans):**

Name the three phases of cleaning and explain them briefly:

- |                       |  |
|-----------------------|--|
| 1. Ongoing cleaning:  | Between the individual work steps            |
| 2. Daily cleaning:    | After working with machines and equipment    |
| 3. Periodic cleaning: | Thorough cleaning, curtains/ventilation etc. |

**Section C:**

**Q1.**

- Satisfied guests,- Pleasing feedback,- Good working climate,- Great team atmosphere,-
- My pleasure in my profession
- Personal and professional development

**Q.2.**

- Cold slows down and stops the proliferation of bacteria.
- Heat promotes (accelerates) the proliferation of bacteria
- Heat kills bacteria

**Q.3.**In a kitchen brigade of a large hotel, 3 cooks are missing due to illness, which is 12.5%. How many cooks are in the kitchen brigade?

12.5% equals 3 chefs  
100% equals 3 chefs :  $12.5\% \times 100\% = 24$  chefs

**Q.4. (Ans):**

*Each test student has its individual product – answer to be tested with the corresponding portfolio in the G-Drive.*





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**B. Voc. Program, 5<sup>th</sup> Semester,**

**End-Sem. Examination**

**Course Code: SHT 1530**

**Time: 2 Hour**

**Course Name: Front Office Manager Professional**

**Max. Marks: 50**

**Instruction:**

**Section A -10 objective type questions, each question carries 01 mark.**

**Section – A**

**10X01 = 10 Marks**

**Q.1. A guest check out before his or her stated departure date is called**

- (a) Over stay
- (b) Under stay
- (c) In-house guest
- (d) Out-house guest

**Q.2.The occupancy report prepared by the front desk for April 7, at 3 pm of the same day, lists room 501 as a stay over. At 2 pm on April 7, the housekeeping report lists room 501 as vacant and ready for sale. The room status is.**

- (a) A walk-in
- (b) A lock-out
- (c) A late check-out
- (d) A skipper

**Q.3.What should be qualified during a reservation call?**

- (a) No.of guest
- (b) Room type
- (c) a and b
- (d) None of the above

**Q.4.A pending charge posting after the guest has checked-out is known as**

- (a) City voucher
- (b) Late charge
- (c) Miscellaneous charge
- (d) Due bank

**Q.5- Which of the following is not an occupancy data used for forecasting.**

- (a) No. of expected departure
- (b) No. of expected Arrival
- (c) No. of expected overstay
- (d) No. of expected walk-in

**Q.6.PMS stands for**

- (a) Proper Management System
- (b) Property Management System
- (c) Property Module System
- (d) Property Management Software

**Q.7.Which of the following is NOT an Occupancy data used for forecasting**

- (a) No. of expected room arrivals
- (b) No. of expected overstays
- (c) No. of expected walk-ins
- (d) None of These

**Q.8.The software which is used for producing balance sheet, income statements, transactional analysis report etc is,**

- (a)General Ledger Accounting Software
- (b) Payroll Accounting Software
- (c) Financial Reporting Software
- (d)Inventory Control Software

**Q.9.A system designed to manage the operations of equipment & instruments that consume energy is known as:**

- (a) Interface
- (b) Energy Management System
- (c) Property Management System
- (d) Central Reservation System

**Q.10.How far in advance the reservation is made, called**

- (a) Reservation Fix Time
- (b) Reservation Lead Time
- (c) Reservation Wait Time
- (d) None of the above



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## Section – B

04X04 = 16 Marks

**Section B- 04 short answer type questions, each question carries 04 marks.**

**Q.1.**What is Ledger? Write down the Types of Ledgers.

**Q.2.**What is Folio? Write down the Types of Folio.

**Q.3.**What is the Formula of ARR, Rev PAR & Occupancy ratio

**Q.4.** What steps can a hotel take to protect the hotels and the guest belongings from getting stolen?

## Section – C

04X06 = 24 Marks

**Section C- 04 essay type questions, each question carries 06 marks**

**Q.1.**What is Night auditing? Write down the process of Night auditing.

**Q.2.**What do you mean by PMS. Write down any 5 names of Software use in front office.

**Q.3.**What is Reservation? Write down the sources and modes of Reservation.

**Q.4.** Explain the various types of possible frauds in hotel operations.



## SET A Answers Front Office Manager Professional

### Section A

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

### Section B

#### Q1.Ledger

A Ledger is a book in which the accounts of both resident and nonresident guests are entered. In simple words, it's a grouping of guest accounts. This ledger aids in preparing the Profit and Loss account and Balance Sheet of a hotel.

**(a) City Ledger:** The City ledger is also known as the Non-guest ledger. It is the collection of non-guest accounts. If a guest account is not settled in full by cash payment at checkout, the guest's folio balance is transferred from the guest ledger to the city ledger in the accounting division for collection.

**(b) Guest ledger:** Guest Ledger is a type of ledger that has the accounts of all the guests residing in a hotel. After the registration process of the guest is over, a guest folio is opened on his/her name to record all the purchases which he/she is making from the hotel. This ledger is also known as Transient or Room Ledger.

**Q2.A folio** is a statement of all transactions (i.e. debits & credits) affecting the balance of a single account. At Checkout, any guest folio should be balanced to 0 through full cash payment, credit card transfer, personal check transfer, Special program transfer and direct billing transfer...

The way of maintaining folios starts with proper posting, which is the process of recording transactions on a folio (i.e. proper folio, proper location and proper amount)

Under the manual, semi-automated and fully automated systems, folios are called hand-written folios, machine-posted folios, and computer-based Electronic folios respectively. Moreover, all folios shall have a unique serial number for internal control and storing purposes.

#### Types of folios used in front office department

There are four types of Folios, they are

**(a) Guest folios:** Accounts assigned to individual persons or guestrooms

**(b) Master Folios:** Accounts assigned to more than one person or Guest room; usually reserved for guest groups

**(c) Non-Guest (or semi-permanent) folios:** Accounts assigned to Non-guest businesses or agencies with hotel charge purchase Privileges.

**(d) Employee Folios:** Accounts assigned to employees with charge Purchase privileges.

**Q3. ARR = Total revenue Generated in one day/ Total room sold in one day**

**Rev par = Total room revenue /Total no. of available rooms**

**ARR= Total room revenue/ Total no. of guest staying in hotel**

**Occupancy ratio = Number of rooms occupied/total no. of rooms in hotel \* 100**

Q.4. Maintain registers and surveillance cameras to record the movement of staff in the hotel. Provide a **safe deposit locker** for all the guests in their rooms to secure their valuables.

### Section C

Q1 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.

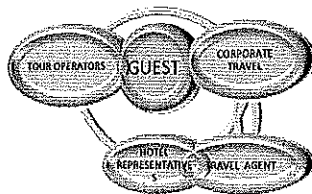
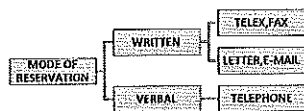
Apart from the basic audit activities listed above, the night auditor carries out the following responsibilities –

- 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.

Q2. A Property Management System (PMS) is a software system employed to handle basic objectives of all the departments in the hotel business and coordinate functions between them for optimum business outcomes.

Shawman , Fedelio, Opera, Fortune next,IDS

Q3.What are the modes, sources of Reservation?



Q.4.

**Industry Insights · Most Common Fraudulent Activities · Credit Card Fraud.** Roughly one-third of all credit card fraud cases originate in the hotel ...



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**Course Code: SHT 1530**

**Time: 2 Hour**

**Course Name: Front Office Manager Professional**

**Max. Marks: 50**

**Instruction:**

**Section A -10 objective type questions, each question carries 01 mark.**

**Section – A**

**10X01 = 10 Marks**

**Q.1.A package offered by a resort includes the cost of breakfast, lunch and dinner. This arrangement is called**

- (a) The European Plan
- (b) The Bermuda Plan
- (c) The American Plan
- (d) The Modified American Plan

**Q.2. HRACC stands for**

- (a) Hotel & Restaurant Approval & Classification Committee
- (b) Hotel & Restaurant Approval & Classification Confirmation
- (c) Hotel & Restaurant Approval & Classification Control
- (d) None of the above

**Q.3. A charge purchase transaction will have following impact on the outstanding balance of the folio account**

- (a) Outstanding balance of the folio will increase
- (b) Outstanding balance of the folio will decrease
- (c) Outstanding balance of the folio will remain the same
- (d) Outstanding balance of the folio will become zero

**Q.4. Cash disbursed by front office on behalf of the guest is known as**

- (a) IOU
- (b) Cash bank
- (c) Encashment
- (d) Paid-out

**Q.5. Which of the following types of hotels would likely appeal most to pleasure/leisure travelers?**

- (a) Airport hotels
- (b) Resort hotels

- (c) Motel
- (d) None of the above

**Q.6.A guest who checks out before his or her stated departure date is called**

- (a)Overstay Guest
- (b)Under stay Guest
- (c)Stayover Guest
- None of the above

**Q.7.3rd step of need Analysis**

- (a)Flow of information
- (b)Flow of guest
- (c)Select a team
- (d)Review of information

**Q.8.Which of the following management function will be performed by the front office manager to achieve the department's goals**

- (a)Planning
- (b)Organising
- (c)Controlling
- (d)Staffing

**Q.9.Which is the following is not an occupancy data used for forecasting**

- (a)No. of expected room arrivals
- (b)No. of expected overstays
- (c)No. of expected walk-ins
- (d)Corresponding historical ratios

**Q.10.A stand- alone automated system which tracks all outgoing and incoming calls is called**

- (a)Call accounting system
- (b)Electronic locking system
- (c)Interface
- (d)Inventory control system



## Section – B

04X04 = 16 Marks

**Section B- 04 short answer type questions, each question carries 04 marks.**

- Q.1. Explain any five functions of front office during the "Stay" of the guest.
- Q.2. Draw the format of Allowance voucher and explain.
- Q.3. Write down the List of do's and don'ts while handling complaints.
- Q.4. Explain the step by step Check out Procedure.

## Section – C

04X06 = 24 Marks

**Section C-04 Essay type questions, each question carries 06 marks**

- Q.1. Write the Importance of Electronic Locking systems in hotels.
- Q.2. How do hotels ensure a safe and secure environment for a Single lady guest.
- Q.3. Differentiate between Upgrade and Upsell.
- Q.4. Effective Key Control can help eliminate major Security threats. Justify.





## The don'ts

**Break promises:** Sometimes, it's all too easy to make promises to an upset customer to try and regain their faith.

**Argue:** Even if you disagree with what your customer is saying, arguing against them only stands to exacerbate the situation

**Interrupt:** Even if you think you know where the conversation is going, or even if the customer is repeating something they've already said – try not to interrupt.

## Q.4. What are the standard checkout process steps?

1. Initiate checkout. Checkout begins when the customer leaves the shopping cart to proceed to checkout. ...
2. (Optional) login or signup. ...
3. Billing information. ...
4. Shipping information. ...
5. Shipping method. ...
6. Preview order. ...
7. Payment confirmation.

## Section C

**Q 1.** Here are several "key" benefits.

**Handy** One of the major advantages of using hotel key cards is the fact that they are handy and lightweight. Hotel key cards are lighter and way easier to use than real keys.

**Efficient** Guests can check out with their hotel key cards and the hotel's system will automatically record customer information. This saves a great deal of time and effort, since the hotel staff no longer needs to write down information manually.

**Cost-effective** Real keys cost a fairly large budget, especially if you own a larger establishment. Not to mention the amount it would cost you to rekey a lock in case your guest loses a key.

**Great Branding and Advertising Tool** Having your business name or logo printed on your hotel key cards is a smart and strategic way to advertise your establishment.

**Q2.** Safety & Security Despite India's slogan of „Atithi Devo Bhava“ i.e. Guest is God, in view of the recent attacks on ladies in the country, its image as a safe tourist destination has taken a beating.

- In hotels, where there are no specific floors dedicated to the Single Lady Travellers,
- Rooms are allotted usually on non-smoking and lower floors
- Also, in case of business travellers, single ladies are given a preference of being given rooms close to where the rest of their team is staying.

## Q.3.

### Upselling

1. Upselling refers to the efforts of reservations & the front desk agents to be able to sell a higher priced room to a guest who might have come with a concept of hiring a comparatively lower category room.
2. Upselling leads to revenue generation for the hotel.
3. Upselling requires skills like salesmanship & good communications.

### Upgrading

1. Upgrading on the other hand refers to moving a reservation or in house guest to a better accommodation or a class of service owing to his status / prestige or in a bid to make up for any error made by the hotel.
2. There is no revenue generation for the hotel on up gradation.
3. Upgrading doesn't require such skills

**Q.4.** Key control helps minimize the security risks of a hotel in a number of ways: **Greater employee accountability.** Simply put, employees tend to stay honest and behave when they know their activities are being tracked. With key control, you'll enjoy reduced risks of employee violations.



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**B. Voc. Program, Fifth Semester,**

**End Sem. Examination**

**Course Code: SHT 1540**

**Time: 2 Hour**

**Course Name: Housekeeping Manager Professional**

**Max. Marks: 50**

**Instruction:**

**Section – A**

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

**10X01 = 10 Marks**

**Q.1 the procedure of entering a guest room is**

- a) Enter
- b) Knock the door
- c) Knock Again
- d) Announce Housekeeping and wait for the reply

d) None of the above

**Q.2. Uniform room stacks**

- a) Soiled uniform
- b) Uniform in current use
- c) Damaged uniform
- d) All in above

**Q.6 Lenin used in rooms should be**

- a) Colourful
- b) All must be in different colors
- c) Plain
- d) Multicolor

**Q.3. Normally Floor pantries**

**are situated near**

- a) Service area
- b) Service Elevator
- c) Near the restaurant
- d) Near the laundry

**Q.7. From which part of the flax plant is the linen fibre obtained?**

- a) Seed head
- b) Stem
- c) Leaves
- d) None Of the Above

**Q.4. who co-ordinate**

**with the other**

**departments**

- a) Executive housekeeper
- b) Floor supervisor
- c) Assistant housekeeper
- d) Desk control attendant

**Q.8. Soft furnishings includes**

- a) Upholstery, Bed covers
- b) Drapery, Bed covers , curtains
- c) Drapery, Upholstery, Bed covers
- d) Don't know

**Q.9. How par level determined depends on the type of**

- a) Quality
- b) Supplies
- c) Inventory
- d) I don't know

**Q.5 Heavy Equipment store contain**

- a) Water tank
- b) Files & Forms of front office department
- c) Bulky items used by the housekeeping staff

**Q.10. What is main product a hotel property sells**

- a) Towels
- b) Amenities
- c) Guestroom
- d) Hotel sells themselves



**Section – B**

04X04 = 16 Marks

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

- Q.1. Explain the Duties and Responsibilities of Housekeeping Assistant?
- Q.2 Explain the procedure of Lost and Found item of guest?
- Q.3 State the Attributes Required for Housekeeping Personnel?
- Q.4. What is penthouse?

**Section – C**

04X06 = 24 Marks

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

- Q.1. Explain the procedure of room check list?
- Q.2. Define the term Stain? What are the General Rules of Stain Removal?
- Q.3 Explain the Laundry Cycle?
- Q.4 Explain Room Type (Minimum 6)?



**Answer Key: HOUSEKEEPING**

**Section A:**

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

**Section B:**

**Answer 1. Duties and Responsibilities of Housekeeping Assistant**

1. Create individual schedules for each housekeeping staff member, in accordance with his or her specific abilities.
2. Provide staff members with training in handling housekeeping work by physically demonstrating complex tasks.
3. Inspect lobbies, rooms, halls, and offices to determine levels of cleanliness and provide feedback to the housekeeping staff.
4. Assist in interviewing, choosing, hiring and training housekeeping staff to ensure delivery of high standard services.
5. Provide staff members with training in health and safety while working in a hospitality environment.
6. Participate in the evaluation of standards and ensure that all compliance issues are resolved.
7. Take and address the guests' complaints and suggestions and ensure that they are provided with the best in services.
8. During high volume days, provide assistance in cleaning rooms and bathrooms and making beds.

**Answer 2. Lost and Found**

1. An item left behind by guest either in the room or in public area identified by any staff and brought under the notice of Housekeeping is termed as "Lost and Found" item.
2. There should be one dedicated location to receive lost and found items whether it is found in guestrooms, meeting rooms, public area or restaurants.
3. The lost items must be secured in a locked closet or area that has highly restricted access.
4. Employees are instructed to bring items to lost and found area, with valuables receiving immediate attention.
5. All items received to be recorded in a lost and found register.

**Answer 3.**

**Attributes Required for Housekeeping Personnel**

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

**Answer 4.**

An expensive flat at the top of a tall building

**Section C:**

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

**Room Inspection Checklist used by Housekeeping Supervisor**

The Guest room inspection ensures that the desired results of an established cleaning system are consistently achieved by the housekeeping department. The main Purpose of a room inspection is to catch any problems that may have been overlooked during the cleaning before it is found by the guest and becomes dissatisfaction and complaints.



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Housekeeping department should implement a well-conducted and diplomatic room inspection program; this can also motivate the room attendants or room maids as the employees/staff take pride in their work and enjoy having an opportunity to set standards to others.

Every guest room must be checked on the daily basis by housekeeping supervisor, this will help the hotel to attain high guest satisfaction in terms of room comfort and also for safety reasons. If the floor supervisor is not been able to check the room by the end of the shift, the Asst. Executive housekeeper must do it before releasing the room for guest occupancy.

Use of a pre-printed room inspection check-list form will prove effective for the hotel management. It will establish a set procedure ensuring that will remind Housekeeping Supervisor / Executive and Room maids of any defects and missing amenities for the guest.

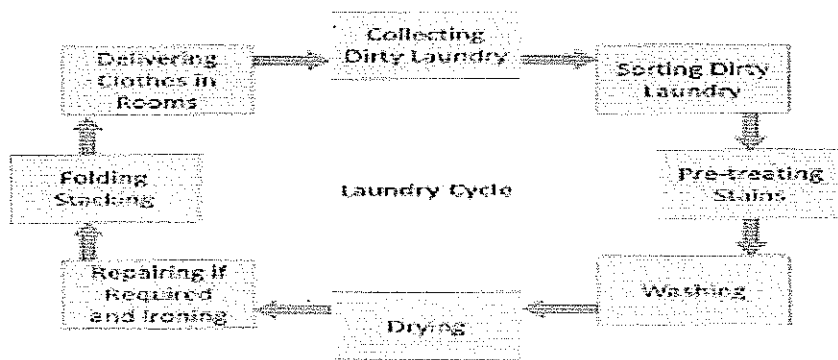
## Answer 2. Stain Removal

*Stain removal* is the process of removing a mark or spot left by one substance on a specific surface like a fabric

Basic Rules for Stain Removal

1. The quicker, the better. ...
2. Identify or try to identify both the staining agent and the stained surface before you begin treatment. ...
3. Remove as much as possible of the staining agent before treating with a stain-removal product. ...
4. Handle stained items gently. ...
5. Avoid using heat. ...
6. Pretest any stain-removing agent.

## Answer 3. The Laundry Cycle



## Answer 5.

1. Adjoining Room: An adjoining room shares a wall with another hotel room and is connected by a door.
2. Adjacent room: An adjacent room is very close to another room but does not share a common wall with it.
3. Cabana: A cabana is suited away from the main hotel building, in the vicinity of a swimming pool or sea beach. It does not have beds and is generally used as a changing room and not as a bedroom.
4. Duplex: A duplex comprises two room situated on different floors, which are connected by an internal staircase. The suite is generally used by business guest who wish to use the lower level as an office and meeting place and the upper-level room as a bedroom. This type of room is quite expensive.
5. Double Room: A double room has one double bed for double occupancy. The size of double bed is 4.5feet to 6 feet.



**School of Hospitality & Tourism Skills**

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

**B. Voc. Program, Fifth Semester,**

**End -Sem. Examination**

**Course Code: SHT 1540**

**Time: 2 Hour**

**Course Name: Housekeeping Manager Professional**

**Max. Marks: 50**

**Instruction:**

**Section – A**

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

**10X01 = 10 Marks**

**Q.1 Room attendant are also known as**

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

- c) General Manager
- d) Executive Housekeeper

**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

**6. What is the Full Form of AIL?**

- 1. All India Ltd
- 2. Air India Ltd
- 3. Area Inventory List
- 4. Artificial Intelligence

**Q.3. the actual cleaning of room and bathroom are done by**

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

**7. Area Inventory lists can be used as a basis for developing**

- 1. Performance Standard
- 2. Productivity Standard
- 3. Par Levels of Supplies
- 4. Inspection Checklists

**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

**8. Which of the following is used to plan the work of the Housekeeping Department by specifying items cleaned and maintained by HK Staff?**

- 1. Job Breakdowns
- 2. Performance Standards
- 3. Work Orders
- 4. Area Inventory Lists

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

- a) Executive chef
- b) Front Office manager

**9. A job description covers the following aspects**

- 1. Age Limit
- 2. Scope of job
- 3. Mental Traits
- 4. Personality

**10. This is carried out for the old employees when there is a change in the present working style:**

- 1. Refresher Training
- 2. Remedial Training
- 3. Cross Training
- 4. None of the above



**Section – B**

**04X04 = 16 Marks**

**Short answer type questions, each question carries 02 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 are the advantages and disadvantages if a hotel has OPL?

**Section – C**

**04X06 = 24 Marks**

**Essay type questions, each question carry 03 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. Explain any five-laundry equipment briefly.



Sol. B

## Answer Key: HOUSEKEEPING

### Section A:

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

### 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.

#### Answer 2. Types of Equipments 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.
- **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!

#### Answer 4.

But there are some drawbacks to an in-house laundry operation, Lyle noted. “Though it is mostly advantageous to launder on-site, **disadvantages may be labor costs, adequate storage space and maintenance of machines.**”

### 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, foaming a flap. Pull up the flap so it is flat.
- Tuck in the free part of the corner.



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

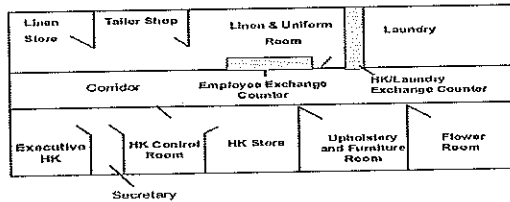
- Place the pillow on the bed with the tucked edges facing the centre and the tucked flaps on the other side of the pillows.
- Position the bedspread on the bed with equal amounts hanging over both sides and the foot of the bed.
- Report to the supervisor if you notice stains or tears in the bedspread.

## 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

## 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.

### 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.

### 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.

1. Laundromat.
2. Top Load Washers.
3. Front Load Washers.
4. Hard Mount Washer Extractors.
5. Soft Mount Washer Extractors.
6. Tumble Dryers.
7. Stack Tumble Dryers.



**School of Hospitality & Tourism Skills**

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

**B. Voc. Program, Fifth Semester,**

**End-In-Sem. Examination**

**Course Code: SHT 1550**

**Time: 2 Hour**

**Course Name: Food & Beverage Manager Professional**

**Max. Marks: 50**

**Instruction:**

**Section – A**

**10X01 = 10 Marks**

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

**1. KOT Stands for**

- a) Kitchen Order Ticket
- b) Kitchen for Trainees
- c) Both of the above
- d) none of the above

**2. Details which is NOT given in KOT is**

- a) Name of the dish
- b) Table number
- c) Name of the Restaurant
- d) Name of the Cashier

**3. BOT stands for**

- a) Barmen of Table
- b) Bottle of Wine
- c) Bar Order Ticket
- d) None of the above

**4. There are \_\_\_\_\_ type of KOT/BOT**

- a) 4
- b) 3
- c) 2
- d) 5

**5. In duplicate checking method, first copy of KOT is given to**

- a) Kitchen for the intimation of food
- b) Service staff
- c) Cashier
- d) KOT book

**6. Kitchen copy, Cashier copy, Steward copy is coming under which of the following method?**

- a) Duplicate checking method
- b) services with order
- c) triplicate checking method
- d) Single order sheet

**7. Who keeps the third copy of KOT?**

- a) Kitchen
- b) Barker
- c) Cashier
- d) Retained at KOT book

**8. Sales summary sheet contains all details of**

- a) food & beverages
- b) tobacco sales
- c) method of payment
- d) all of the above

**9. What are the different methods of billing**

- a) Duplicate billing
- b) Triplicate billing
- c) Both a & b are correct
- d) None of These

**10. How many types of bills are there?**

- a) 5
- b) 2
- c) 4
- d) 6



**Section – B**

**04X04 = 16 Marks**

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

**Q.1.** Describe in one sentence what the service method "French service/presenting service" means.

**Q.2** Cutlery symbols, draw two plates and how the cutlery is placed:

- The customers have finished their meal. The plate can be cleared:
- The customer wishes a second service:

**Q.3** Write down three points because red wine is decanted.

**Q.4.** Discuss the objectives of menu planning.

**Section – C**

**04X06 = 24 Marks**

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

**Q.1.** Draw a basic restaurant cover in an international service

**Q.2.** Basic service rules, working at a side table  
Create a checklist with 10 points for working at a side table.

**Q.3.** What are the duties and responsibility of Steward?

**Q.4.** Differentiate between a la carte and table d'hôte menu.

Answer Key: Food & Beverage Manager Professional (SET A)

**Section A:**

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

**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.

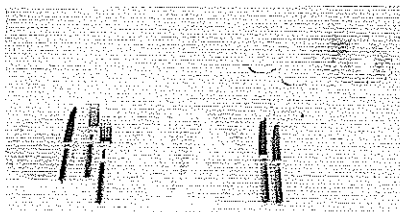
1. To expose the wine to air to improve the aroma
2. To bring the wine to room temperature
3. To separate the wine from the sediment.

Q.4. The menu must satisfy guest expectations. The menu must attain marketing objectives. The menu must help achieve quality objective. The menu must be cost effective.

**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

- ladies first (exceptions: small children and banquette service)
- older people are served before younger ones (exceptions: small children and banquette service)
- guest of honor is served first.
- Host/Hostess must be served last.



**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.

**Q.4.**

**À la Carte is a menu type which includes** a wider variety of courses that are individually priced whereas table d'hôte is the menu type consisting only of a set number of courses offered for a set price.



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Registration No.: .....

School of Hospitality and Tourism Skills

Session: 2021-22 (Summer Semester)

B. Voc. Program, Vth Semester,

End -Semester Examination

Course Code: SHT 1550

Time: 2 Hour

Course Name: Food and Beverage Manager Professional

Max. Marks: 50

Instruction:

Section A -10 objective type questions, each question carries 01 mark.

Section – A

10X01 = 10 Marks

Q.1-What is meant by Poisson in

b) Other Department Catering

French classical menu?

c) Offer Door Catering

a) Dishes made from egg

d) None of them

b) Dishes made from fish

Q.6.Expand FIFO

c) Dishes made from cheese

a) Fast in fast out

d) None of them

b) - First in fast out

c) - Fast in first out

d) - First in first out

Q.2- Which one is the first course of

Q.7.Good\_\_\_\_\_systems can help you achieve and maintain the level of profit you want.

French classical menu?

a) Hors-d oeuvre

a) Purchase control

b) Potage

b) Cost control

c) Oeuf

c) Food control

d) None of them

d) None of These

Q.3- Who is the Head of Restaurant

Q.8. Calculate the selling price of tandoori chicken, in which food cost is Rs 200

Manager in Food and beverage service department?

a) Food and beverage service manager

a) 400

b) - 450

b) Captain

c) - 500

c) Executive

d) - 600

d) Steward

Q.9.Which of the following is most likely to be classified as a Fixed cost?

Q.4- Which of the following comes under Bar manager?

a) Bar waiter

a) Raw material cost

b) - Food cost

b) Banquet waiter

c) - Rent expenses

c) Restaurant waiter

d) - Electricity bill

d) None of them

Q.10.A stock out can occur as a result of

Q.5- What is the full form of ODC?

a) Out Door Catering

a) Under-purchasing

b) Over-purchasing

c) Inadequate menu engineering

d) Employing a perpetual inventory system



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

## Section – B

04X04 = 16 Marks

Section B- 04 short answer type questions, each question carries 04 marks.

Q.1- What is menu?

Q.2- Difference between A la carte menu and Table d'hôte?

Q.3- What are the duties and responsibilities of captain?

Q.4. Explain the various types of bills used in catering industry.

## Section – C

04X06 = 24 Marks

Section C- 04 essay type questions, each question carries 06 marks

Q.1- write 10 glass names?

Q.2- Explain different types of menus?

Q.3- Attribute of F&B service staff?

Q.4. Enlist and discuss various types of food service followed in catering industry.



Course Code: SHT1550(set B)

Course Name: FOOD & BEVERAGE SERVICE

Section – (Answers)

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

Section – B

Q.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.

**Q.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.

**Q.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.

**Q.4. 1. Bill as check.** This has two sheets attached together as one with the signature of the waiter on it. · 2. **Separate bill.**

Section – C

Q.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.

**Q.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

Q.3-

- Punctuality. Punctuality is all important.



- Local Knowledge.
- Personality.
- Attitude to customers.
- Memory.
- Honesty.
- Loyalty.
- Conduct.

Q.4.

- Table Service. In this type of service, the guests enter the dining area and take seats. ...
- Assisted Service. Here, the guests enter the dining area, collect their plates, and go to buffet counters and help themselves. ...
- Self Service. ...
- Single Point Service. ...
- Special Service.



**School of Hospitality and Tourism Skills**

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

**B. Voc. Program, Vth Semester,**

**End-Semester Examination**

Registration No.:.....

**Course Code: SHT1560**

**Time: 2 Hour**

**Course Name: Food Production Sous Chef Professional**

**Max. Marks: 50**

**Instruction:**

**Section A -10 objective type questions, each question carries 01 mark.**

**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

- c) Concasse
- d) Sous vide

**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.3.** Which of the dish does not contain cereals?

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

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

- a) Brunoise
- b) Juliennes

**Q.6.** What type of Dust is collected in the red color dustbin?

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

**Q.7.** Basmati Rice is an example of which type of rice?

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

**Q.8.** 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.9.** kitchen organization, which of the following employee works in the kitchen?

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

**Q.10.** Chef poissonier Specializes in

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



**School of Hospitality and Tourism Skills**

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

**B. Voc. Program, Vth Semester,**

**End-Semester Examination**

**Section – B**

**04X04 = 16 Marks**

**Section B-** 04 short answer type questions, each question carries 04 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. What is chopping?

**Section – C**

**04X06 = 24 Marks**

**Section C-** 04 essay type questions, each question carries 06 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. What is the aim and objective of cooking?

Set A



**School of Hospitality and Tourism Skills**

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

**B. Voc. Program, Vth Semester,**

**End-Semester Examination**

**Set A**

**Food Production Sous Chef Professional (SHT 1560)**

**Section -A**

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

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. 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.





**School of Hospitality & Tourism Skills**

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

**B. Voc. Program, Fifth Semester,**

**End-Semester Examination**

**Course Code: SHT 1560**

**Time: 2 Hour**

**Course Name: Food Production Sous Chef Professional**

**Max. Marks: 50**

**Instruction:**

**Section – A**

**10X01 = 10 Marks**

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

1. \_\_\_\_\_ works as the structure builder in bread.

- a) Sugar
- b) Salt
- c) Fruits
- d) Refined Flour

2. Light crust colour of bread can be due to \_\_\_\_\_

- a) Less Sugar
- b) Excess Sugar
- c) Excess Water
- d) Less Fat

3. \_\_\_\_\_ is the common bread improver used.

- a) Salt
- b) Soy Flour
- c) Yeast
- d) Sugar

4. \_\_\_\_\_ improves the life of bread because it is hygroscopic in nature

- a) Yeast
- b) Oil
- c) Sugar
- d) Eggs

5. Yeast is a type of \_\_\_\_\_ leavening agent.

- a) Chemical
- b) Biological
- c) Mechanical
- d) Manual

6. Largest chocolate producing country in the world is \_\_\_\_\_

- a) America
- b) South Africa
- c) Germany
- d) India

7. Each cocoa pod has \_\_\_\_\_ cocoa beans

- a) 45
- b) 100
- c) 10
- d) 1

8. Cocoa Beans = Cocoa Mass + \_\_\_\_\_

- a) Cocoa Butter
- b) Sugar
- c) Cocoa Powder
- d) Milk Solids

9. \_\_\_\_\_ chocolate doesn't have any cocoa mass in it.

- a) Dark Chocolate
- b) White Chocolate
- c) Milk Chocolate
- d) Brown Chocolate

10. Tempering of chocolate is done for \_\_\_\_\_

- a) Shine in Chocolate
- b) Hardness in Chocolate
- c) Stability in Chocolate
- d) All of the above



**Section – B**

04X04 = 16 Marks

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

- Q.1. What is the use of Butchers Knife?
- Q.2. What do you mean by Mince?
- Q.3. Classify herbs. Write the ideal uses of wine in cooking.
- Q.4. How are Appetizers broadly classified?

**Section – C**

04X06 = 24 Marks

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

- Q.1. Write the 3 main classifications of Kitchen equipment's?
- Q.2. What is called as Mise-en-place?
- Q.3. What do you understand by the term Grade Manger?
- Q.4. List major heavy equipment in Main Kitchen in Hotel.



Answer Key: FOOD PRODUCTION SHT 1360 SET B

Section A:

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

Section B:

Answer 1.

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 2.

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

**Answer 3.** Wine has three main uses in the kitchen - as a marinade ingredient, as a cooking liquid, and as a flavoring in a finished dish. The function of wine in cooking is to intensify, enhance, and accent the flavor and aroma of food - not to mask the flavor of what you are cooking but rather to fortify it.

**Answer 4.** After an appetizer, soup is the first meal in real sense. ... Soups are broadly classified into two types—thick soups and thin soups, which are further ...

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.** A cook who specializes in the preparation of cold foods (such as meats, fish, and salads)

Answer 4.

**Commercial Food Production Equipment**

1. Burners. They are used for cooking, boiling, and steaming. ...
2. Cooking Ranges. Cooking range is the most versatile equipment operating on either LPG or electricity. ...
3. Ovens. ...
4. Griddles. ...
5. Pans and Cooking Spoons. ...
6. Kettles. ...
7. Vegetable Cutters/Choppers. ...
8. Mixers.

