

- Q. 12. A creamy puree soup that concentrates the essence of single ingredients, thickened with rice or crumb of bread:- (1)
- a) Chowders b) Bisque c) Broth d) Consommé
- Q. 13. This is a thickening agent:- (1)
- a) Roux b) Blood c) Starch, Panada d) All the above
- Q. 14. At what temperature should yeast be stored? (1)
- a) 37 °C b) 0°C c) 50°C d) -18°C
- Q. 15. The approximate cooking time for chicken stock is:- (1)
- a) 20 minutes b) 4 hours c) 2 hours d) 1 hours
- Q. 16. The MAIN purpose of garnishing food is to:- (1)
- a) Ensure standards of hygiene are maintained
b) Make the food appealing to the guest
c) Decorate the food as much as possible
d) indicate the size of the portion
- Q. 17. A consommé could be cloudy due to which ONE of these? (1)
- a) Clarifying with egg whites b) Simmering slowly
c) Straining through muslin d) Using greasy stock
- Q. 18. Soup that is formed by long simmering of a variety of ingredients together in one pot:- (1)
- a) broth b) cream soup c) veloute soup d) Chowder
- Q. 19. What is the substance called which gives dough its elasticity? (1)
- a) Gluten b) Salt c) Sugar d) Yeast
- Q. 20. Food handlers should wash their hands immediately after:- (1)
- a) Using a toilet b) contact with raw materials
c) Contact with soiled dishes and utensils d) All the above
- Q. 21. Gazpacho is acold soup made from tomatoes, cucumber and green pepper:- (1)
- a) Spanish b) German c) Indian d) Australian
- Q. 22. Concentrated thin clear soup made from mince meat, poultry and fish:- (1)
- a) Consommé b) broth c) Cream soup d) Veloute soup
- Q. 23. What does the culinary term "bleu" mean? (1)
- a) Medium b) Rare c) Just done d) Well done
- Q. 24. The approximate ratio of water to vegetable when blanching is:- (1)
- a) 1:2 b) 1:5 c) 1:10 d) 1:20
- Q. 25. The other term for white fish stock is:- (1)
- a) Estouffadw b) Espagnole
c) Fond de poisons blanc d) Fond blanc de volaille
- Q. 26. The correct utensil to pour food is:- (1)
- a) Mouli b) Mincer c) Salamander d) Mandoline
- Q. 27. The correct amount of liquid added to a stew is:- (1)
- a) To ½ cover the item b) To ¼ cover the item
c) To ¾ cover the item d) To just cover the item

- Q. 28. Simmering takes place at a temperature of:- (1)
 a) 80 °C to 88 °C b) 97 -99 °C c) 85-90 °C *d) 100-110 °C
- Q. 29. Flavour gelatinous stock which have been clarified:- (1)
 a) Aspic jelly b) Aspic c) Consommé d) Flute
- Q. 30. What is the timing for making hard boiled eggs? (1)
 a) 10 -12 min b) 7 – 10 min
 c) 5-7 min d) 2- 3 min
- Q. 31. To run a kitchen effectively a chef must manage:- (1)
 a) Customers, prices, facilities, restaurant
 b) The weather, profits, equipment, guests
 c) Occupancy, tours, marketing, raw materials
 d) Facilities, equipment, staff, raw materials
- Q. 32. How often a deep fat fryer should be cleaned? (1)
 a) Daily b) Monthly c) Yearly d) Weekly
- Q. 33. Which ONE of the following foods would cocktail sauce be served with? (1)
 a) Seafood b) Steak c) Chipped potatoes d) Cauliflower
- Q. 34. Which cut of meat would be most suitable for braising? (1)
 a) Topside of beef b) Leg of lamb c) Shoulder of pork d) Streaky bacon
- Q. 35. What does the term Béchamel sauce mean? (1)
 a) Basic white sauce b) Thickening agent
 c) Rich brown stock d) Sweet white sauce
- Q. 36. What is a salamander used for? (1)
 a) Slicing b) Grilling c) Frying d) Mixing
- Q. 37. How many portions do four litters of sauce yield? (1)
 a) 20 b) 60 c) 80 d) 35
- Q. 38. The correct thickening agent for a stew is:- (1)
 a) Liaison b) Corn flour c) Bread d) Wheat Flour
- Q. 39. A palette knife is used to:- (1)
 a) Carve b) Scoop c) Peel d) Lift
- Q. 40. The correct culinary term for coarsely cut root vegetable is:- (1)
 a) Mirepoix b) Macedoine c) Paysanne d) Julienne
- Q. 41. The correct name for a stewing pan is:- (1)
 a) Casserole b) Mandolin c) Marmite d) Poissoniere
- Q. 42. What temperature should fish be deep-fried at? (1)
 a) 180°C b) 120°C c) 150°C d) 200°C
- Q. 43. Which gas does yeast produce during fermentation? (1)
 a) CO b) H₂O c) SO₂ d) CO₂
- Q. 44. What is the correct action if you suffer from a minor burn? (1)
 a) Put it under clean cold running water b) Apply a dressing or bandage
 c) Put butter or cream on it d) Put it under hot running water
- Q. 45. Which ONE of these is a compound salad? (1)
 a) Russian b) Cucumber c) Tomato d) Beetroot

Sr. No: 100486

Roll No _____

BHM 1ST SEMESTER EXAMINATION; DECEMBER - 2017

[SUB: - FOOD PRODUCTION FOUNDATION-I]

[PAPER CODE: 07010101]

Time: 3 Hrs.

Max. Marks: 80

Instructions:-

1. Write your Roll No. on the Question paper.
2. Candidates should ensure that they have been provided correct question paper. Complaints in this regard, if any, should be made within 15 minutes of the commencement of the exam. No complaint(s) will be entertained thereafter.
3. Attempt all questions. Parts of question should be attempted in sequential order.
4. Draw diagram wherever required.

Q1. Answer all the following questions:

(10 X 2 = 20)

- (a) Define Kitchen brigade
- (b) Soup preparation is done by?
- (c) What is other name for white sauce?
- (d) Define stocks.
- (e) Name two cold soups
- (f) What should be the first thing to do when entering into the kitchen?
- (g) Explain Bouquet garni
- (h) Roux consists of?
- (i) Milk is ----- of fat in water?

Q2. Attempt any eight questions:

(8 X 5 = 40)

- (a) Give modern staff organisation of large hotel.
- (b) Care and maintenance of knives.
- (c) Role and Responsibility of an Executive Chef.
- (d) Classify different methods of cooking.
- (e) Name 10 kitchen tools.
- (f) Types of fire with the extinguishers used to extinguish each.
- (g) Classify soups with two examples of each?
- (h) Explain the importance of sauce in food production and name all the mother sauces with two derivatives each?
- (i) Explain the importance of sauce in food production and name all the mother sauces with two directives each.
- (j) Name five international soups with their country name.

Q3. Attempt any two questions:

(10 X 2 = 20)

- (a) Draw Kitchen layout for show kitchen.
- (b) What is purchasing and define different types of purchasing?
- (c) How hygiene play an important role in Kitchen? What are major points of hygiene to be followed by staff?

30

Sr. No: 1001187

Roll No _____

BHM 1ST SEMESTER EXAMINATION; DECEMBER - 2017

[SUB: - FOOD & BEVERAGE SERVICE FOUNDATION-I]

[PAPER CODE: 07010102]

Time: 3 Hrs.

Max. Marks: 80

Instructions:-

1. Write your Roll No. on the Question paper.
2. Candidates should ensure that they have been provided correct question paper. Complaints in this regard, if any, should be made within 15 minutes of the commencement of the exam. No complaint(s) will be entertained thereafter.
3. Attempt all questions. Parts of question should be attempted in sequential order.
4. Draw diagram wherever required.

Q1. Briefly answer the following:

(10 X 2 = 20)

- (a) Aerated Drinks.
- (b) Ashtray.
- (c) Briefing.
- (d) Central Appointment.
- (e) Croutons
- (f) Demitasse.
- (g) Doily Paper
- (h) Minestrone
- (i) Par Stock
- (j) Side Board.

Q2. What are the attributes of F & B Service Personnel? Explain

(12)

Q3. Explain the importance of intra and inter-department relationship of F & B Service department.

(12)

OR

Draw the Organisation chart of a fine dining restaurant. Enlist each position in English and French.

Q4. With the help of Classification Chart, Explain different F & B services Equipments used in the operation.

(12)

OR

What do you do as a wait staff during a fire accident? Explain

(12)

Q5. What is menu? Explain the types of Menu with various features.

(12)

OR

A) List Six Napkin Folding Names.

(6+6=12)

B) Give standard sizes of the following:

- B & B plate
- Tea Cup
- Dessert Plate
- Coffee Cup
- Cereal Bowl
- Soup Plate

Q6. Explain the following Services with their Advantages and Limitations:

(6+6=12)

(a) Silver Service

(b) American Service

OR

List the mis-en-scene & mis-en-place activities carried out for dinner service.

(12)

BHM - 1ST SEMESTER EXAMINATIONS; DECEMBER-2017
(SUBJECT: FOOD & BEVERAGE FOUNDATION-I; PAPER CODE – 07010102)

Time: 03:00 Hrs.

Max Mark: 100

Instructions:

1. Write your Roll No. on the Question Paper.
2. Candidate should ensure that they have been provided with the correct question paper. Complaints in this regards. If any, should be made within 15 minutes of the commencement of the exam. No complaint(s) will be entertained thereafter.
3. Each Part is Compulsory. Marks are indicated against each question.
4. Draw the diagram wherever required.

PART-A (OBJECTIVE TYPE QUESTIONS OMR SHEETS)

ATTEMPT ALL QUESTIONS:-**Single Response Questions:-**

- Q. 1. Which one of following is an example of Welfare Catering?:- (1)
 a) Discotheque b) Restaurants c) Room Service d) Old Age Homes
- Q. 2. Sommelier is responsible for the service of:- (1)
 a) Wines b) Soups c) Cheese d) Oeufs
- Q. 3. Silver Service is implemented in:- (1)
 a) Fine Dining Restaurants b) Dhabas
 c) Coffee Shop d) Carvery
- Q. 4. The minimum fall of tablecloth all over the edge of a table is:- (1)
 a) 5'' b) 9'' c) 13'' d) 19''
- Q. 5. Demitasse is used for service of coffee during:- (1)
 a) High Tea b) Lunch c) Breakfast d) Brunch
- Q. 6. Aboyeur is the French name for:- (1)
 a) Barker b) Waiter c) Cook d) Pot wash man
- Q. 7. Which of the following section is responsible for the preparation of tea and coffee?:- (1)
 a) Hot plate b) Still Room c) Silver Room d) Linen Room
- Q. 8. Top copy of Food order is handed to:- (1)
 a) Kitchen b) KST c) Cashier d) Supervisor
- Q. 9. Stilton is a type of:- (1)
 a) Cheese b) Game c) Fish d) Vegetable
- Q. 10. Cyclic menu is followed in:- (1)
 a) Fast food outlets b) Coffee shop
 c) Colleges d) Clubs
- Q. 11. Which one of the following is not a foundation sauce? (1)
 a) Worcestershire Sauce b) Bechamel Sauce
 c) Veloute Sauce d) Hollandaise Sauce
- Q. 12. Crumbling the table is done after the:- (1)
 a) Main Course b) Starters c) Sweet Course d) Water Service

- Q. 49. Take away service is a kind of.....:- (1)
a) Parcel Service b) Plate Service c) Platter Service d) None
- Q. 50. is responsible for greeting the guest:- (1)
a) Hostess b) Captain c) Assistant Steward d) None

PART-B (DESCRIPTIVE TYPE)

Write notes on following questions:-

- Q. 1. Define Mis-en-scene & Mis-en-place. (2)
- Q. 2. Explain the co-ordination between F& B Service Department and Food Production Department. (4)
- Q. 3. What are the rules for laying a table. (4)
- Q. 4. Differentiate between coffee shop & speciality restaurant. (4)
- Q. 5. What are different types of Linen used in Restaurant operations. Describe with the standard size of each one. (6)
- Q. 6. Explain the various types of Catering Establishment. (10)
- Q. 7. Give the Hierarchy of Food & Beverage Service Department. List the duties of server. (10)
- Q. 8. Discuss the process of KOT with the help of Diagram. (10)

BHM – 1st SEMESTER EXAMINATION; DECEMBER - 2017
(SUB:- ACCOMMODATION FOUNDATION; PAPER CODE:-07010103)

TIME: 03:00 Hrs.

Max Marks:60

Instructions:-

1. Write your Roll No. on the Question Paper.
2. Candidates should ensure that they have been provided with correct question paper. Complaints in this regard, if any should be made within 15 minutes of the commencement of the exam. No complaint(s) will be entertained thereafter.
3. Each Part is compulsory. Marks are indicated against each question.
4. Draw the diagram wherever required.

PART-A(OBJECTIVE TYPE QUESTIONS OMR SHEETS)

ATTEMPT ALL QUESTIONS:**Single Response Questions:-**

- Q.1.** What is rotels:- (1)
 a) road side hotel b) palace on wheel c) city center hotel d) city center hotel
- Q.2.** What is down town hotels:- (1)
 a) road side hotel b) city outskirts hotel c) hotel on boat d) city center hotel
- Q.3.** What is boatels:- (1)
 a) luxury liner or ship b) road side hotel
 c) houseboat hotel d) near airport hotel
- Q.4.** What is Floatels:- (1)
 a) luxury liner or ship b) houseboat hotels
 c) forest hotels d) resort hotels
- Q.5.** Ketuvalams of kerala comes under which category:- (1)
 a) motel b) boatel c) flotel d) rotel
- Q.6.** How many rooms does a large hotel have in India:- (1)
 a) 600-1000 rooms b) 400-600 rooms
 c) 400-600 rooms d) more than 300 rooms
- Q.7.** Hotels with more than 1000 rooms are called:- (1)
 a) chain hotels b) mega hotels c) very large hotels d) large hotels
- Q.8.** Heritage hotels are build:- (1)
 a) between 1935-1950 b) between 1920-1935
 c) before 1920 d) all of the above
- Q.9.** Heritage classic hotels are build:- (1)
 a) between 1935-1950 b) between 1920-1935
 c) before 1920 d) all of the bove
- Q.10.** Transient hotels are situated near:- (1)
 a) city center b) suburb of the city
 c) forests and mountains d) airport and seaport

Q.11. Duty of Executive Housekeeper is :-

- a) Guest room cleaning
- c) hiring new employee

- b) public area cleaning
- d) make new reservation

Q.12. Duty of valet is:-

- a) provide guest room supply
- c) public area cleaning

- b) make flower arrangement
- d) guest's laundry

Q.13. What is the next position after the room attendant:-

- a) desk control supervisor
- c) public area supervisor

- b) floor supervisor
- d) assistant housekeeper

Q.14. Duty of horticulturist is:-

- a) Guestroom cleaning
- c) gardening

- b) prepare hot food fore guest
- d) linen and uniform stitching

Q.15. Duty of upholster is:-

- a) gardening
- c) repairing sofa and chair linen

- b) laundry guest linen
- d) cleaning guest wahsroom

Q.16. Other name for room maids trolley:-

- a) linen trolley
- c) guest supply trolley

- b) garbage trolley
- d) chamber maids trolley

Q.17. Lost and found room situated near to:-

- a) housekeeping control desk
- c) sewing room

- b) housekeeping supply store
- d) all of the above

Q.18. Full form of VIP in hotel :-

- a) visual interphone programmed
- c) very important person

- b) very individual person
- d) very interactive person

Q.19. Full form of EHK in hotel:-

- a) entertainment house key
- c) executive hotel key

- b) executive housekeeper
- d) extra hotel key

Q.20. Full form of GRA in hotel:-

- a) guest related amenity
- c) guest room attendant

- b) guest room amenity
- d) guest request amenity

Q.21. Which one is not manual cleaning equipment:-

- a) brushes
- b) vacuum cleaner

- c) box sweeper
- d) wet mops

Q.22. Remove the odd one out:-

- a) scrubbing and polishing machine
- c) high pressure washer

- b) carpet shampoo machines
- d) containers

Q.23. Remove the odd one out:-

- a) Natural fiber broom
- c) Nylon fiber carpet brush

- b) nylon bristle broom
- d) nylon bristle street broom

Q.24. Remove the odd one out:-

- a) hair brush
- c) upholstery brush

- b) carpet brush
- d) short bristle scrubbing brush

- Q.25. Remove the odd one out:- (1)
- a) squeegee b) sponge mop c) Kentucky mop d) carpet sweeper
- Q.26. Remove the odd one out:- (1)
- a) spray bottles b) sani bins c) vacuum cleaner d) buckets
- Q.27. Where do we keep DND card in room:- (1)
- a) Inside the bed side table b) behind the main door knob
c) inside the wardrobe d) on writing table
- Q.28. Where do we keep room service menu card in room:- (1)
- a) on coffee table b) on bed side table
c) inside wardrobe d) on vanity counter
- Q.29. What is the other name of Dutch wife in room:- (1)
- a) dental kit b) sewing kit c) business kit d) shaving kit
- Q.30. Where do we keep business kit:- (1)
- a) on bed side table b) on writing table c) on coffee table d) on dining table
- Q.31. Where do we keep utility bag:- (1)
- a) inside wardrobe b) in bathroom c) on bed side table d) on writing table
- Q.32. Room with common wall but no connecting door is called:- (1)
- a) connecting room b) adjacent room c) adjoining room d) suite room
- Q.33. A room assigned to four people which may have two or more beds is called:- (1)
- a) double double room b) suite room
c) twin room d) quad room
- Q.34. A room with two double bed meant for four people is called:- (1)
- a) double double room b) king room
c) twin room d) Hollywood twin room.
- Q.35. A room overlooking a landscape area, a waterbody or a garden is called:- (1)
- a) cabana b) lanai c) parlour d) executive suite
- Q.36. A room that opens onto the roof and may be accompanied by a swimming pool, a tennis court is called:- (1)
- a) duplex suite b) penthouse c) family room d) studio room
- Q.37. Cleaning laundry rooms:- (1)
- a) Housekeeping staff b) General manager
c) Kitchen staff d) Dining room staff
- Q.38. Room attendants are also known as:- (1)
- a) Room maids b) Chamber maids c) Houseman d) Helpers
- Q.39. The lost items of guest are forward to the:- (1)
- a) Front office b) Desk control c) Floor supervisor d) Lost and found

- Q.40. The main administrative centre of housekeeping department:-
 a) Desk control
 b) Housekeeping office
 c) Floor pantry
 d) Lost and found
- Q.41. Full form of OOO:-
 a) Out of door
 b) Out of Orientation
 c) Out of order
 d) Out of Occupancy
- Q.42. The main administrative center of housekeeping department:-
 a) Desk control
 b) Housekeepers office
 c) Floor Pantry
 d) Lost and found
- Q.43. Full form of SOP:-
 a) Standard operating Procedure
 b) Staff Office program
 c) Standard operation program
 d) Surplus offer procedure
- Q.44. Flower Arrangement are done in the:-
 a) Green House b) Flower room c) Garden d) Horticulture store
- Q.45. Who co-ordinates with the other departments:-
 a) Executive housekeeper
 b) Assistant housekeeper
 c) Floor supervisor
 d) desk control supervisor
- Q.46. The notice board of housekeeping department is placed:-
 a) room number of crews in house
 b) VIP in the house
 c) weekly cleaning schedule
 d) all of the above
- Q.47. Housekeeping co-ordinates with Engineering Department for:-
 a) Cleaning of fans and lights
 b) repair of all electrical equipments
 c) discarding of all electrical equipment
 d) none of the above
- Q.48. Clean nails, hair, hand etc. comes under:-
 a) food and nutrition
 b) study of nutrition
 c) personal grooming
 d) personal hygiene
- Q.49. Physical fitness in Housekeeping staff is a must because:-
 a) to look attractive
 b) manual work is maximum
 c) both of the above
 d) none of the above
- Q.50. Courtesy means:-
 a) ill mannerism b) personal hygiene c) good manners d) none of the above

PART-B(DISCRPTIVE TYPE)

- Q.1. What is the modern concept of housekeeping? Explain the responsibility of housekeeping department? (10)
- Q.2. Draw the organization chart of housekeeping department in a five star hotel having 400 rooms. List the duties of guest room attendant. (10)
- Q.3. What are the attributes in your opinion are absolutely essential in housekeeping staff? Explain. (10)
- Q.4. Which are the departments that housekeeping has to co-ordinate in a hotel and why? Explain. (10)
- Q.5. Write Short Note on:- (5x2=10)
 a) Lost and found section.
 b) Hygiene and grooming standards of housekeeping personnel.

- Q. 13. Rooms next to swimming pool are called:- (1)
 a) lanai room b) sico room c) cabana d) studio room
- Q. 14. The settling of guests bills at the front office is done by:- (1)
 a) reservation section b) reception
 c) bell desk d) travel desk
- Q. 15. _____ hotels appeal to budget minded guest:- (1)
 a) luxury hotel b) mid market hotel c) economy hotel d) extended stay hotel
- Q. 16. A major revenue earning centre for hotels is:- (1)
 a) accounts department b) security department
 c) human resource department d) food and beverage department
- Q. 17. Hotels located in the heart of the city are known as _____ hotels:- (1)
 a) Downtown b) Time-share c) Transient d) Resort
- Q. 18. houseboats floating on Dal lake is an example of:- (1)
 a) downtown hotel b) motel
 c) floatel d) boatel
- Q. 19. Check in and check out is handled by _____ in a hotel:- (1)
 a) Valet b) lobby manager
 c) bell boy d) receptionist
- Q. 20. _____ types reports, memos, letters in the front office dept:- (1)
 a) secretary b) lobby manager c) bell boy d) receptionist
- Q. 21. Hotels located at hill stations, sea beaches and countryside are referred to as:- (1)
 a) resort hotels b) suburban hotels c) downtown hotels d) motels
- Q. 22. _____ is the single largest charge on guest folio:- (1)
 a) room b) food and beverage
 c) laundry d) telephones
- Q. 23. In a large full service hotel the front office manager reports to the:- (1)
 a) general manager b) chief engineer
 c) rooms division manager d) security director
- Q. 24. hotels close to the airport are called:- (1)
 a) resort hotel b) airport hotel c) commercial hotel d) extended stay hotels
- Q. 25. _____ hotels appeal to budget minded guest:- (1)
 a) luxury hotel b) mid market hotel c) economy hotel d) extended stay hotel
- Q. 26. A major revenue earning centre for hotels is:- (1)
 a) accounts department b) security department
 c) human resource department d) food and beverage department
- Q. 27. _____ form the largest group of hotel types:- (1)
 a) resort hotel b) airport hotel c) commercial hotel d) extended stay hotels
- Q. 28. Which of the following is a special room rate offered to guests in affiliated organizations such as travel agencies and airlines because of potential referral business:- (1)
 a) commercial rate b) incentive c) promotional rate d) complimentary rate
- Q. 29. Hotels located in the heart of the city are called _____:- (1)
 a) resort hotel b) airport hotel c) commercial hotel d) extended stay hotels
- Q. 30. Front office staff who transport the guests luggage at the time of check in and check out are:- (1)
 a) bellboy b) concierge c) valet d) none of the above

PART-B (DESCRIPTIVE TYPE)

(4*5=20)

Attempt any 4 questions :-

- Q. 1. Explain the various functions of bell desk.
- Q. 2. Differentiate between any two.
 - (a) Cabana and lanai room
 - (b) Skipper and sleeper
 - (c) FIT and GIT
- Q.3. Explain briefly various types of meal plans
- Q.4. Briefly explain the types of tourism.
- Q.5. Explain the term alternative accommodation
- Q.6. What are the factors that affect room rates

(3*10=30)

Attempt any 3 questions :-

- Q.7. Explain the evolution and growth of hotels.
- Q.8. Classify hotels on the basis of following:
 - (a) Location and (b) length of stay.
- Q.9. Explain various types of rooms available in a hotel
- Q.10. Explain the various types of room rates.

BHM - 1ST SEMESTER EXAMINATION; DECEMBER-2017
(SUBJECT: ENGLISH /MIL COMMUNICATION; PAPER CODE – 7010105)

Time: 03:00 Hrs.

Max Mark: 100

Instructions:

1. Write your Roll No. on the Question Paper.
2. Candidate should ensure that they have been provided with the correct question paper. Complaints in this regards, If any, should be made within 15 minutes of the commencement of the exam. No complaint(s) will be entertained thereafter.
3. Each Part is Compulsory. Marks are indicated against each question.
4. Draw the diagram wherever required.

PART-A (OBJECTIVE TYPE QUESTIONS OMR SHEETS)

ATTEMPT ALL QUESTIONS:-

- Q. 1.** Interviews differ from other conversations in that they: (1)
 a) Are held for a very specific reason b) Aim at a particular outcome
 c) Are usually recorded d) All of the above
- Q. 2.** Interview structure includes discussion that is for: (1)
 a) To make people nervous
 b) To break the ICE
 c) Ensure that you communicate essential information about yourself
 d) To ask you questions before you leave
- Q. 3.** After interview:- (1)
 a) Record your impression
 b) Send thankful letter to the interviewer
 c) If the interview is a screening one, expect a call for another one
 d) All of the above
- Q. 4.** General guidelines in interviews include: (1)
 a) Ask about your benefits before the offer b) Criticize your current or old employers
 c) Be honest and negative about yourself d) Answer the unsaid questions
- Q. 5.** To become more effective, you need to take control of:- (1)
 a) The material b) The audience c) Yourself d) All of the above
- Q. 6.** In presentations:- (1)
 a) Make things more complicated b) Keep it simple
 c) Make things flashy d) None of the above
- Q. 7.** Which of the following sentences is NOT true about defining your objective:- (1)
 a) Your task is to bring your ideas alive with your own feelings, your own commitment, your own passion.
 b) Your objective must be to inspire your audience.
 c) If you act as if you believe in what you are saying, the audience won't believe it either
 d) None of the following
- Q. 8.** For a message to stick in the mind of the audience, the message must:- (1)
 a) Not express your objective b) Have no more than 15 words
 c) Contain a lot of ideas d) Doesn't grab your audience's attention
- Q. 9.** Which of the following strategies help you to improve your conversations:- (1)
 a) Waste your time b) Never summarize
 c) Don't use visuals d) Clarify your objective
- Q. 10.** Which of the following is an unacceptable non verbal behavior:- (1)
 a) Nodding b) Smiling c) Folding the arms d) Leaning forward

- Q. 11. To summarize means:- (1)
 a) To reinterpret the other person's ideas in your own language
 b) To ask questions c) To answer questions d) None of the above
- Q. 12. Critical comments must always be positioned between positive statements:- (1)
 a) True b) False c) None of the above d) Another answer
- Q. 13. Communication is the act of:- (1)
 a) Transmitting and receiving information b) Receiving information
 c) Transmitting information d) None of them
- Q. 14. The first and most important reason for communicating is:- (1)
 a) To build relationship with other people b) To deliver a message
 c) To understand the opponent's idea d) To create shared understanding
- Q. 15. You are a student and you didn't understand what the teacher just said but you didn't ask. Hence, the conversation failed because:- (1)
 a) You don't like the teacher b) You made assumptions before you ask
 c) It was a wrong time to ask d) Conversation never happened
- Q. 16. Non-verbal messages are:- (1)
 a) Ambiguous b) Continuous c) Multi-channel d) All of the above
- Q. 17. To means to reinterpret the other person's ideas in your own language:- (1)
 a) Speak b) Summarize c) Translate d) None of the above
- Q. 18. Recognizing what someone says means that you:- (1)
 a) Agree with it b) Have taken the point into account
 c) Respect it d) Something else
- Q. 19. In a company meeting, the high board members are talking about the company management system, the accountant tries to explain his point of view, but he was ignored. The conversation failed because:- (1)
 a) The accountant has a low rank
 b) The high board members have high power upon him
 c) The accountant was labeled to a specified role
 d) All answers are wrong
- Q. 20. The skills of enquiry are mainly:- (1)
 a) Speaking skills b) Listening skills
 c) Creating and sharing ideas d) All of the above
- Q. 21. The main difference between a conversation & an interview is:- (1)
 a) The candidate is called and interview is led by one person
 b) Interview should have a specific reason
 c) Conversation is always informal d) Both (a & c)
- Q. 22. Using visuals in your conversation means to:- (1)
 a) Use images and picture to explain your idea
 b) Use your facial expressions and body language
 c) Write notes of your ideas and show them
 d) Both (a & b)
- Q. 23. is a formal exchange of views:- (1)
 a) Conversation b) Interview c) Presentation d) Proposal
- Q. 24. During preparing for a presentation must be considered:- (1)
 a) During preparing for a presentation must be considered
 b) Material, Yourself, Place and Time
 c) Material, Yourself and Audience d) Material only

- Q. 25. To Be tactful:- (1)
 a) Dignity and respect should be avoided at all the times
 b) Always subject people to public embarrassment by confronting them in the presence of others
 c) Always pin point the other person
 d) Use Assertive, Not Aggressive, Communication
- Q. 26. The response to a sender's message is called:- (1)
 a) Food bank b) Feedback c) food d) back
- Q. 27. Our dress code is an example of _____ communication :- (1)
 a) Verbal b) Nonverbal c) Written d) Spoken
- Q. 28. _____ communication includes tone of voice body language, facial expressions etc :- (1)
 a) Nonverbal b) Verbal c) Letter d) notice
- Q. 29. The person who transmits the message is called the _____:- (1)
 a) Sender b) Gives c) Taker d) Receiver
- Q. 30. The information which is transferred to the receiver has to be interpreted and this process is called:- (1)
 a) Encoding b) Decoding c) Opening d) Closing
- Q. 31. In oral presentation given outside your organisation you must first give the audience a _____ of your organization:- (1)
 a) Flash back b) Background c) Front view d) None of the above
- Q. 32. It is important to consider proper _____ room where you are giving your presentation:- (1)
 a) Darkness b) Lighting c) Lightning d) Ventilation
- Q. 33. Most of our day-to-day reading is done:- (1)
 a) Loudly b) Extensively c) Intensively d) Silently
- Q. 34. _____ Is nothing but checking whether we have followed the earlier stages promptly and efficiently:- (1)
 a) Review b) Reading c) Recalling d) All
- Q. 35. In the structure of the business letter what comes first?:- (1)
 a) Reference b) Date c) Salutation d) Heading
- Q. 36. People cannot interact with each other without:- (1)
 a) Communication b) Transport c) Voice d) Loudspeaker
- Q. 37. The language of the report should be:- (1)
 a) Formality b) Formal c) Casual d) Loose
- Q. 38. A circular or notice may be issued by only _____ designated for the purpose:- (1)
 a) Peon b) Clerk c) Typist d) Officer
- Q. 39. Which of these is required as a skill while reading:- (1)
 a) Ability to interpret b) Knowledge c) Reason for reading d) All
- Q. 40. True or false:- (1)
 I) Pay attention to the appearance of the speaker instead of the subject.
 II) Jumping to conclusion at the beginning of the speech without waiting for the speaker to complete the communication he intends to pass is a quality of a good listener.
 a) TT b) TF c) FF d) TT
- Q. 41. True or false :- (1)
 I) By focusing too much on the facts, the listener may miss the message that the speaker is intending to convey.
 II) When the listener is intercepting that means he /she is a good listener.
 a) TF b) TT c) FF d) FT

- Q. 42. True or false:- (1)
 I) Your's truly II) Yours truly
 a) FT b) TF c) TT d) FF
- Q. 43. True or false:- (1)
 I) While writing business letters one should directly focus on the message to be told
 II) Use old fashioned stuffy phrases and long sentences
 a) TT b) TF c) FF d) FT
- Q. 44. Usually the business letter is drafted in two styles:- (1)
 I) Blocked II) Unblocked III) Semi-blocked IV) None
 a) A,B b) B,C c) A,C
- Q. 45. Points to be kept in mind while writing apology letters:- (1)
 I) Take full responsibility of the problem caused.
 II) Be dramatic while apologizing.
 a) TF b) FT c) FF d) TT
- Q. 46. Resume must include:- (1)
 a) Your skill b) Your aims goals
 c) Your projects, researches d) All
- Q. 47. True or false:- (1)
 I) Paraphrasing aims to shorten the length of a text.
 II) Paraphrasing changes the meaning of the text.
 a) TF b) FT c) FF d) TT
- Q. 48. In a job application :- (1)
 I) Write the name of the person who you are addressing in the salutation.
 II) Write the vacancy you are applying for in the subject.
 III) After your signature there is no need to write your full name clearly.
 a) TFT b) FTF c) FFT d) TFF
- Q. 49. In a job application:- (1)
 I) Write the name of the person who you are addressing in the salutation.
 II) Write the vacancy you are applying for in the subject.
 III) After your signature there is no need to write your full name clearly.
 a) TFT b) FTF c) FFT d) TFF
- Q. 50. True or false:- (1)
 In order to improve listening skills:
 I) We should not maintain eye contact. II) We should be emotionally involved.
 III) Avoid distractions.
 a) TTT b) FFT c) TFT d) FFF

PART-B (DESCRIPTIVE TYPE)

Answer any five questions. Each question carries equal marks:-

- Q.1. Define Verbal and Non-Verbal communication. What are the features of Non-verbal communication? (10)
- Q.2. Define Public Speaking. What are the features of public speaking? (10)
- Q.3. Explain the importance of effective communication skills in the hospitality industry. (10)
- Q.4. What are the characteristics of a Good Presentation? (10)
- Q.5. What are the barriers to effective communication? (10)
- Q.6. What are the etiquettes needed for Business Communication? (10)
- Q.7. What are the features of informal conversation? (10)

- Q. 10. EEPROM stand for:- (1)
a) Electrically Erasable Programmable Read Only Memory
b) Easily Erasable Programmable Read Only Memory
c) Electronic Erasable Programmable Read Only Memory
d) None of the above
- Q. 11. Second Generation computers were developed during:- (1)
a) 1949 to 1955 b) 1956 to 1965 c) 1965 to 1970 d) 1970 to 1990
- Q. 12. Microprocessors as switching devices are for which generation computers:- (1)
a) First Generation b) Second Generation c) Third Generation d) Fourth Generation
- Q. 13. Which of the following devices can be used to directly image printed text:- (1)
a) OCR b) OMR c) MICR d) All of above
- Q. 14. In analog computer:- (1)
a) Input is first converted to digital form b) Input is never converted to digital form
c) Output is displayed in digital form d) All of above
- Q. 15. In latest generation computers, the instructions are executed:- (1)
a) Parallel only b) Sequentially only
c) Both sequentially and parallel d) All of above
- Q. 16. Who designed the first electronics computer – ENIAC:- (1)
a) Van-Neumann b) Joseph M. Jacquard
c) J. Presper Eckert and John W Mauchly d) All of above
- Q. 17. Who invented the high level language c:- (1)
a) Dennis M. Ritchie b) James Gosling c) Tim Berner Lee d) Bjarne Stroustrup
- Q. 18. A computer program that converts an entire program into machine language is called a/an:- (1)
a) Interpreter b) Simulator c) Compiler d) Commander
- Q. 19. A computer program that translates one program instructions at a time into machine language is called a/an:- (1)
a) Interpreter b) CPU c) Compiler d) Simulator
- Q. 20. The basic operations performed by a computer are:- (1)
a) Arithmetic operation b) Logical operation c) Storage and relative d) All the above
- Q. 21. The brain of any computer system is:- (1)
a) ALU b) Memory c) CPU d) Control unit
- Q. 22. Which of the following is not an input device:- (1)
a) OCR b) Optical scanners
c) Voice recognition device d) COM (Computer Output to Microfilm)
- Q. 23. Which of the following produces the best quality graphics reproduction:- (1)
a) Laser printer b) Ink jet printer c) Plotter d) Dot matrix printer
- Q. 24. The term gigabyte refers to:- (1)
a) 1024 bytes b) 1024 kilobytes c) 1024 megabytes d) 1024 gigabyte
- Q. 25. A byte consists of:- (1)
a) One bit b) Four bits c) Eight bits d) Sixteen bits
- Q. 26. Shortcut of Cutting the selected text or image:- (1)
a) Ctrl+ C b) Ctrl + V c) Ctrl + X d) Ctrl + Z

- Q. 45. When was Twitter launched:- (1)
 a) March 2006 b) July 2006 c) June 2006 d) Sep 2006
- Q. 46. Who were the first members of Facebook:- (1)
 a) Ivy league b) Students of Stanford
 c) Students of Harvard d) Students of Oxford
- Q. 47. What was Google originally called:- (1)
 a) Googol b) Backchat c) Backrub
- Q. 48. ISP stands for:- (1)
 a) Internet standard protocol b) International systematic Planning
 c) Internet Service Provider d) Intranet system Provider
- Q. 49. Name the software which comes with a basic telnet client package:- (1)
 a) Excel b) Word for windows c) Windows 98 d) None of the above
- Q. 50. The E-mail component of Internet Explorer is called:- (1)
 a) Message box b) Outlook Express c) Messenger Mailbox d) None of the Above

PART-B (DESCRIPTIVE TYPE)

- Q.1. Discuss about input & output devices (minimum three each). (6)
- Q.2. Explain block diagram of computer. (4)
- Q.3. Define software and types of software with examples. (5)
- Q.4. Elaborate generation of computers along with the Programming language. (5)
- Q.5. Define internet & its various applications. (5)
- Q.6. Explain following. (5)
 i) URL.
 ii) Domain Name.
 iii) Search Engine
 iv) WWW
 v) Browser
- Q.7. Discuss few Indian hotels which have leveraged the Internet technology for gaining competitive advantage. (7)
- Q.8. Illustrate the pros and cons of social media and how is it impacting the growth of the hotel industry. (8)
- Q.9. Write short note on Application of Computers in Hotels. (5)
