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BHM - 1ST SEMESTER EXAMINATION; DEC.-2017 (SUBJECT: FOOD PRODUCTION FOUNDATION; PAPER CODE – 7010101)

Time	: 03:00 Hrs.			Max Mark: 100)
	uctions:				
	/rite your Roll No. on the Questio				
re	andidate should ensure that they h gards. If any, should be made wit itertained thereafter.	-			
	ach Part is Compulsory. Marks ar	e indicated against e	ach question.		
	raw the diagram wherever require	-			
	Ų 1		÷		
	<u>PART-A (OBJE</u>	ECTIVE TYPE Q	UESTIONS OMR SHE	<u>ETS)</u>	
	EMPT ALL QUESTIONS:-				
Q. 1.	What does the term "pro	ving" mean?			(1)
	a) Remain the same size		b) Half in size		
	c) Triple in size		d) Double in size		
Q. 2.	Which of the following co	oking methods	are essentially the sar	ne?	(1)
	a) Boiling and Steaming	U	b) Sautéing and Dee	p fat frying	
	c) Broiling and Grilling		d) Poaching and Roa	asting	
0.3	Creamy pureed soups the	at concentrate th	a essence of single in	aradiants.	(1)
Q. 3.		Veloute soup	c) Bisques	greatents	(1)
	u) e. un coup u)	· ••••	•) 2.04400		
Q. 4.	How is French dressing n				(1)
	a) Mayonnaise and tomato		b) Vinaigrette and m		
	c) Mayonnaise and natural	yoghurt	d) Vinaigrette and g	arlic	
Q. 5.	Whipping cream is an exa	ample of	emulsion:-		(1)
-		An oil in water	c) All the above	d) None of the	()
	above				
Q. 6.	How should the term stea	med be describe	ed to a customer?		(1)
•	a) Cooked in water, in an o				(.)
	b) Cooked over water, in a	L /			
	c) Cooked over water, in a	• •	1		
	d) Cooked in water, in an o	open pan, in the o	oven		
0. 7.	What type of fire extingu	isher should be	used on an electric fir	•e9	(1)
L		Fire Hose	c) Foam ·	d) Carbon dioxide	(1)
	· · · /		,	,	
Q. 8.	Which one of these is a ju				(1)
	a) Very thin strips b) F	Fine dice	c) Small cubes	d) Baton shape	
Q. 9.	What is a palette knife us	ed for?			(1)
•	a) Peeling vegetables		b) Filleting fish		(•)
	c) Carving meat		d) Lifting food		
0.10					
Q. 10	. What is the average cook a) 10 to 15 minutes b) 2			J) 20 40 25 minutes	(1)
	$a_{j} = 0 (0 = j) (0$	20 to 25 minutes	c) 25 to 30 minutes	d) 30 to 35 minutes	
Q. 11	Which browning reactio	n is responsible	e for developing the	flavours and odours	
	associated with fresh bak	ed bread?			(1)
	a) Caramelization b) N	Maillard	c) Enzymatic	d) None of the above	

Q. 12.	A creamy puree sou	ip that concentrates	the essence of single	e ingredients, thicken	•
	with rice or crumb o a) Chowders	f bread:- b) Bisque	c) Broth	d) Consommé	(1)
Q. 13.	This is a thickening : a) Roux	agent:- b) Blood	c) Starch, Panada	d) All the above	(1)
Q. 14.	At what temperature a) 37 °C	e should yeast be stor b) 0°C	ed? c) 50°C	d) -18°C	(1)
Q. 15.	The approximate co a) 20 minutes	oking time for chicke b) 4 hours	n stock is:- c) 2 hours	d) Thours	(1)
Q. 16.	The MAIN purpose a) Ensure standards o b) Make the food app c) Decorate the food d) indicate the size of	as much as possible	to:- led		(1)
Q. 17.	A consommé could l a) Clarifying with eg c) Straining through		h ONE of these?b) Simmering slowd) Using greasy sto	•	(1)
Q. 18.	-	by long simmering	of a variety of ingre	dients together in one	(1)
	pot:- a) broth	b) cream soup	c) veloute soup	d) Chowder	(1)
Q. 19.	What is the substand a) Gluten	ce called which gives b) Salt	dough its elasticity? c) Sugar	d) Yeast	(1)
Q. 20.	Food handlers shoua) Using a toiletc) Contact with soile	ld wash their hands i d dishes and utensils	mmediately after:- b) contact with raw d) All the above	materials	(1)
Q. 21	pepper:-		de from tomatoes, c) Indian	cucumber and green d) Australian	(1)
	a) Spanish	b) German	,	,	
Q. 22	a) Consommé	lear soup made from b) broth	c) Cream soup	d) Veloute soup	(1)
Q. 23	. What does the culin a) Medium	ary term "bleu" mea b) Rare	c) Just done	d) Well done	(1)
Q. 24	. The approximate ra a) 1:2	ntio of water to vegeta b) 1:5	able when blanching c) 1:10	is:- d) 1:20	(1)
Q. 25	 The other term for a) Estouffadw c) Fond de poisons b 		b) Espagnoled) Fond blanc de v	olaille	(1)
Q. 26	. The correct utensil a) Mouli	to pour food is:- b) Mincer	c) Salamander	d) Mandoline	(1)
Q. 27	 a) To ½ cover the ite c) To ¾ cover the ite 		stew is:-b) To ¼ cover thed) To just cover th		(1)

	Simmering takes plac	ce at a temperature o b) 97 -99 °C	of:- c) 85-90 °C	•d) 100-110 °C	(1)
	a) 80 °C to 88 °C			u) 100 110 C	
	Flavour gelatinous st a) Aspic jelly	ock which have been b) Aspic	clarified:- c) Consommé	d) Flute	(1)
Q. 30.	What is the timing fo a) 10 -12 min	or making hard boiled	b) 7 – 10 min		(1)
	c) 5-7 min		d) 2- 3 min		
Q. 31.	 To run a kitchen effe a) Customers, prices, b) The weather, profit c) Occupancy, tours, r d) Facilities, equipment 	facilities, restaurant s, equipment, guests narketing, raw materia	als		(1)
Q. 32.	How often a deep fat a) Daily	fryer should be clea b) Monthly	ned? c) Yearly	d) Weekly	(1)
Q. 33.	Which ONE of the for a) Seafood	bllowing foods would b) Steak	cocktail sauce be servicec) Chipped potatoes	ved with? d) Cauliflower	(1)
Q. 34.	Which cut of meat w a) Topside of beef	ould be most suitable b) Leg of lamb	e for braising? c) Shoulder of pork	d) Streaky bacon	(1)
Q. 35.	What does the term a) Basic white sauce c) Rich brown stock	Béchamel sauce mea	n? b) Thickening agent d) Sweet white sauc		(1)
Q. 36.	. What is a salamande a) Slicing	er used for? b) Grilling	c) Frying	d) Mixing	(1)
Q. 37.	. How many portions a) 20	do four litters of sau b) 60	ce yield? c) 80	d) 35	(1)
Q. 38	. The correct thickeni a) Liaison	ng agent for a stew i b) Corn flour	s:- c) Bread	d) Wheat Flour	(1)
Q. 39	. A palette knife is use a) Carve	ed to:- b) Scoop	c) Peel	d) Lift	(1)
Q. 40	. The correct culinary a) Mirepoix	y term for coarsely co b) Macedoine	ut root vegetable is:- c) Paysanne	d) Julienne	(1)
Q. 41	. The correct name for a) Casserole	or a stewing pan is:- b) Mandolin	c) Marmite	d) Poissoniere	(1)
Q. 42	. What temperature s a) 180°C	should fish be deep-fi b) 120°C	ried at? c) 150°C	d) 200°C	(1)
Q. 43	a) CO	st produce during fea b) H ₂ 0	rmentation? c) SO ₂	d) CO ₂	(1)
Q. 44	 What is the correct a) Put it under clean c) Put butter or crear 	cold running water	rom a minor burn? b) Apply a dressing d) Put it under hot i		(1)
Q. 45	5. Which ONE of thesa) Russian	e is a compound sala b) Cucumber	d? c) Tomato	d) Beetroot	(1)

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	Which vitamin is found in w a) D b) A	holemeal flour? c)	13	d) E	(1)
Q. 47. \	Which one of this is not com a) Juliennes (1996) b) Cho	mon:- op c)	Choux	d) Dice	(1) 、
	Sauce use to coat avariety of ladle in one direction while (a) Batter b) Vel	coating:-	<mark>galantines, terrin</mark> Chaudfroid	d) None	(1)
Q. 49.	Which ONE of these is a bloa) Mushroomb) Tar	ond sauce? tare c)	Mustard	d) Chasseur	(1)
Q. 50.	A mixture of vegetable oils a) Butter b) Cu	that is hydrogena rd c)	ted to the point of Margarine	o <mark>f plastic in form:-</mark> d) Fat	(1)
	PAR	T-B (DESCRIPTI	VE TYPE)		
SHOF	AT ANSWER TYPE QUESTIC)NS. (Attempt any	FIVE questions):-		
Q.1.	Explain any three method of	cooking in mediu	n of liquid.		(5)
Q.2.	Write a short note on HACC				(5)
Q.3.	What are the duties of a Sou	s chef?			(5)
Q.4.	Write down the flow chart o	f bread making pro	ocess.		(5)
Q.5.	Write a short note on Raisin			•	(5)
Q.6.	What is salad? Define the va				(5)
LON	G ANSWER TYPE QUESTIC	DNS:-			(9)
Q.7.	Draw the classical kitchen b	origade.			(8) (8)
Q.8.	What are the various mother sauces? Write down any two derivatives of each.				
Q.9.	What do you understand by each.	term "Soup"? Cla	ssify in details wi	th a suitable example of	(9)

[SUB: - FOOD PRODUCTION FOUNDATION-I] [PAPER CODE: 07010101]

Time: 3 Hrs. Instructions:-

Max. Marks: 80

- 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:

- (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:

- (a) Give modern staff organisation of large hotel.
- (b) Care and maintenance of knifes.
- (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.

(8 X 5 = 40)

(10 X 2 = 20)

Roll No

Q3. Attempt any two questions:

- (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?

BHM 1ST SEMESTER EXAMINATION; DECEMBER - 2017

[SUB: - FOOD & BEVERAGE SERVICE FOUNDATION-I] [PAPER CODE: 07010102]

Instructions:-

Time: 3 Hrs.

- 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:

- (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? E:	cplain
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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)

(10 X 2 = 20)

Max. Marks: 80

(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:		
Q6.	 B & B plate Tea Cup Dessert Plate Coffee Cup Cereal Bowl Soup Plate Explain the following Services with their Advantages and Limitations: (a) Silver Service (b) American Service 	(6+6=12)	•
	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:-

	a) Discotheque	is an example of Welfar b) Restaurants	c) Room Service	d) Old Age Homes	(1)
	Sommelier is responsible a) Wines	e for the service of:- b) Soups	c) Cheese	d) Oeufs	(1)
•	Silver Service is implema) Fine Dining Restaurac) Coffee Shop		b) Dhabasd) Carvery	•	(1)
	The minimum fall of tab a) 5``	lecloth all over the edge b) 9``	of a table is:- c) 13''	d) 19"	(1)
Q. 5.	Demitasse is used for se a) High Tea	rvice of coffee during:- b) Lunch	c) Breakfast	d) Brunch	(1)
Q. 6.	Aboyeur is the French n a) Barker	ame for:- b) Waiter	c) Cook	d) Pot wash man	(1)
Q. 7.	Which of the following a) Hot plate	section is responsible for b) Still Room		nd coffee?:- d) Linen Room	(1)
Q. 8.	Top copy of Food order a) Kitchen	is handed to:- b) KST	c) Cashier	d) Supervisor	(1)
Q. 9.	Stilton is a type of:- a) Cheese	b) Game	c) Fish	d) Vegetable	(1)
Q. 10.	Cyclic menu is followed a) Fast food outlets c) Colleges	t in:-	b) Coffee shopd) Clubs		(1)
Q. 11.	 Which one of the follow a) Worcestershire Sauc c) Veloute Sauce 		sauce?: b) Bechamel Sauce d) Hollandaise Sauce		(1)
Q. 12.	. Crumbling the table is c a) Main Course	lone after the:- b) Starters	c) Sweet Course	d) Water Service	(1)
					Р.Т.О.

	Croissant is a type of bro a) Roll	eaktast:- b) Cereal	c) Meat Preparation	d) Egg Preparation	(1)
		in the second			(1)
Q. 14.	Café Complet is the terr a) American Breakfast c) Indian Breakfast	n used in the service of:-	b) Continental Breakd) English Breakfast	fast	`
Q. 15.	Which of the following a) Pastry Fork	is laid as part of an After b) Fish Fork	moon Tea Cover?:- c) Large Fork	d) Dessert Fork	(1)
Q. 16.	. Retour means:- a) Return	b) Continuing	c) Given Free	d) In pace of	(1)
	the develop r	nay have alcohol content	less than:-		(1)
	a) 2% abv	b) 1% abv	() 0.070 40	d) '1.5% abv	(1)
Q. 18	 a) Too much spicy c) Arguing with the guild and a spicy 	g is an attitude related con		ety in a menu	(1)
		owing information is not	necessary in standard re b) Purchase specific d) Ingredients	cipe?:- ation	(1)
,					(1
Q. 20	 Cooked food should b a) 74*C 	b) 64*C	c) 54*C	d) 44*C	
Q. 2	 Scullery refers to:- a) Pot wash 	b) Pest Control	c) Garbage Disposa	d) Kitchen Cleaning	(1
0.1	The place wines and (other alcoholic drinks are	stored is:-		(1
Q. 2	a) Cellarc) Brine		b) Terrined) Lounge		
		he maintained:			()
Q. 2	 23. Mis-en-place should a) Before the clearan c) Before the service 	nce	b) After the serviced) After the clearar	ence	
Q. 2	24. Chef d' etage is the fa) Room service steven	French term for:- ward b) Waiter	c) Casual staff	d) Wine waiter	(
Q. 2	25. Public room for relationa) Lounge		c) Mousse	d) Banquette	(
	, -	, ,			
Q.	 26. Silver service is also a) Prepalated servic c) Butler service) known as:- e	b) Platter to plated) Trolley service	service	
Q.	27. Full plate is a type of a) Cutlery	of:- b) Crockery	c) Glassware	d) Holloware	
Q.	28. Side station is a:- a) Dummy waiter	b) Bar counter	c) Serving table	d) Assistant waiter	
Q.	. 29. Mc Donald is a:-	urant b) Fast food outlet	c) Cafeteria	d) Kiosk	

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, Q. 30.	Non- Commercial cater. a) Cost	ing isorient b) Sales	ed:- c) Profit	d) None	(1)
, Q. 31.	SOP stands for:-a) Simple Operating Proc) Standard Operating		b) Sale Of Productd) None		(1)
Q. 32.	Which one is not a napk a) Rosette	in fold name?:- b) Serviette	c) Bishop Maitre	d) Cone Shape	(1)
Q. 33.	Which one does not con a) Silver service	ne under restaurant servic b) Buffet service	ce:- c) Room service	d) Gueridan service	(1)
Q. 34.	A woman has to wear a) French Plait	in hairs:- b) Rubber Band	c) Clatchar	d) None	(1)
Q. 35.	If steward able to enjoy a) Technical Skill	and express what is hum b) Taçtful Skill	orous, this skill is called c) Sense of Humour	as:- d) None	(1)
Q. 36.	The ideal capacity of wa a) 8-10	tter tumbler is around b) 10-12	fl oz:- c) 06-08	d) 13-15	(1)
Q. 37.	The ideal size of quarter a) 10	plate is approximately b) 9	Inches in diamo c) 6	eter:- d) 3	(1)
Q. 38.	a) Table Cover	over the tea or coffee pot b) Cozy Cover	t while serving tea or cof c) Doily Paper	fee in the guest room.:- d) Slip Cover	(1)
Q. 39.	The ideal height of chair a) 18 inches	seat from ground is:-b) 24 inches	c) 30 inches	d) 12 inches	(1)
Q. 40.	Comment card offer to g a) After Arrival	guest is:- b) During Departure	c) During Service	d) None	(1)
Q. 41.	Service spoon & Service a) Service Gear		c) Clearance of cover	d) None	(1)
Q. 42.	The person who respons a) Order Taker	ible for taking guest orde b) Manager	er on phone:- c) Captain	d) Trainees	໌ (1)
Q. 43.	An example of semi-for a) Birthday Party	mal function:- b) State of Honour	c) Seminar	d) None	(1)
Q. 44.	Usuallyis add a) Chlorine	ded to sanitize dishes in e b) Polivit	energy saving dishwashe c) Ammonia	r:- d) Nickel silver	(1)
Q. 45.	Luxury restaurant offer. a) Casual	Dining: b) Semi Formal	- c) Formal	d) None	(1)
Q. 46.	Menu was discovered by a) Duke Henery	y:- b) Henery Charpentier	c) M. Boulanger	d) None	(1)
Q. 47.	A kind of room service a) Take out menu	menu is b) Door Knob Menu		d) TDH Menu	(1)
Q. 48.	a) Consommé	is a clear soup:- b) Puree	c) Bouillon	d) None	(1) P.T.O.

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Q. 49. Take away service is a kir a) Parcel Service	nd ofi- b) Plate Service	c) Platter Service	d) None	, (x) ,
Q. 50 is responsibl a) Hostess	e for greeting the gu b) Captain	est:- c) Assistant Steward	d) None	、(1)
	<u>PART-B (DESC</u>	CRIPTIVE TYPE)		
Write notes on following quest Q. 1. Define Mis-en-scene & N				(2)
Q. 2. Explain the co-ordination		vice Department and Food	Production Department.	(4)
Q. 3. What are the rules for lay			;	(4)
Q. 4. Differentiate between co		y restaurant.		(4)

- Q. 5. What are different types of Linen used in Restaurant operations. Describe with the standard size of (6) each one. (10)
- Q. 6. Explain the various types of Catering Establishment. Q. 7. Give the Hierarchy of Food & Beverage Service Department.List the duties of server. (10)(10
- **Q. 8.** Discuss the process of KOT with the help of Diagram.

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Roll No.

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

TIM	1E: 03:00 Hrs.		Max Marks:60	
Instr	uctions:-			
1.	Write your Roll No. on the Question Paper.			
2.	Candidates should ensure that they have been provi	ided w	with correct question paper. Complaints in this regard.	
	if any should be made within 15 minutes of the	e com	nmencement of the exam. No complaint(s) will be	
	entertained thereafter.			
3.	Each Part is compulsory. Marks are indicated again	ist eac	ch question.	
4.	Draw the diagram wherever required.			
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	PART-A(OBJECTIVE TYPE	QUE	ESTIONS OMR SHEETS)	
ATT	EMPT ALL QUESTIONS:			
Singl	le Response Questions:-			
Q.1.	What is rotels:-			(1)
-	a) road side hotel b) palace on wheel	c)	city center hotel d) city center hotel	
	.,	- ,	,,	
0.2	What is down town hotels:-			(1)
Q.2.	a) road side hotel b) city outskirt hotel	c)	hotel on boat d) city center hotel	(.,
7	a) toad side noter b) eny buskin noter	ς,	noter on ooar u j eny eenter noter	
0.2	What is boatals.			11.
Q.3.	What is boatels:-			(1)
	a) luxury liner or ship		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 cate	gory:-	-	(1)
	a) motel b) boatel	c)	flotel d) rotel	
		ŕ		
0.6.	How many rooms does a large hotel have in h	ndia:-	<u>-</u>	(1)
2.0.	a) 600-1000 rooms		400-600 rooms	(-)
	·		more than 300 rooms	
	c) 400-600 rooms	u)	more man 500 rooms	
• •				(1)
Q./.	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		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	
		,		
O.1 0). Transient hotels are situated near:-		·	(1
	a) city center	b)	suburb of the city	
	c) forests and mountains		airport and seaport	
	-,)		P.T.O

 Q.11. Duty of Executive Housekeeper is :- a) Guest room cleaning c) hiring new employee 	b) public area cleaningd) make new reservation	۱ ۱ ۱
 Q.12. Duty of valet is:- a) provide guest room supply c) public area cleaning 	b) make flower arrangementd) guest's laundry	(
 Q.13. What is the next position after the room attende a) desk control supervisor c) public area supervisor 	ent:- b) floor supervisor d) assistant housekeeper	(
Q.14. Duty of horticulturist is:-a) Guestroom cleaningc) gardening	b) prepare hot food fore guestd) finen and uniform stitching	(1)
 Q.15. Duty of upholster is:- a) gardening c) repairing sofa and chair linen 	b) laundry guest linend) cleaning guest wahsroom	(1)
 Q.16. Other name for room maids trolley:- (a) linen trolley (c) guest supply trolley 	b) garbage troffey .d) chamber maids troffey	
 Q.17. Lost and found room situated near to:- a) housekeeping control desk c) sewing room 	b) housekeeping supply stored) all of the above	(1
 Q.18. Full form of VIP in hotel :- a) visual interphone programmed c) very important person 	b) very individual persond) very interactive person	(1)
 Q.19. Full from of EHK in hotel:- a) entertainment house key c) executive hotel key 	b) executive housekeeperd) extra hotel key	(1)
Q.20. Full form of GRA in hotel:-a) guest related amenityc) guest room attendent	b) guest room amenityd) guest request amenity	
Q.21. Which one is not manual cleaning equipmera) brushesb) vacuum cleaner	nt:- c) box sweeper d) wet mops	(1)
Q.22. Remove the odd one out:-a) scrubbing and polishing machinec) high pressure washer	b) carpet shampoo machinesd) containers	(;;)
Q.23. Remove the odd one out:-a) Natural fiber broomc) Nylon fiber carpet brush	b) mylon bristle broomd) mylon bristle street broom	(1)
Q.24. Remove the odd one out:-a) hair brushc) upholstery brush	b) carpet brushd) short bristle scrubbing brush	(1)

~·••	nove the odd one						
a)	squeegee	b) sponge mop	c)	Kentucky mop	d)	carpet sweeper	
Q́.26. Ren	nove the odd one	out:-					
a)	spray bottles	b) sani bins	c)	vacuum cleaner	d)	buckets	
O.27. Wh	ere do we keep D	ND card in room:-		·			
•	Inside the bed sid		b)	behind the main doc	or kno	b	
c)	inside the wardro	be	d)	on writing table			
A 10 M/b	ans da wa baan na	om service menu card in					
-	on coffee table	om service menu caru m		on bed side table			
,					÷		
c)	inside wardrobe		a)	on vanity counter			
Q.29. Wh	at is the other nan	ne of Dutch wife in room	1:-				
a)	dental kit	b) sewing kit	c)	business kit	d)	shaving kit	
O.3 0. Wh	ere do we keep bi	isiness kit:-					
-	•	b) on writing table	c)	on coffee table	d)	on dining table	
,			,				
•	ere do we keep ut						
a)	inside wardrobe	b) in bathroom	c)	on bed side table	d)	on writing table	
O.32 . Roc	om with common	wall but no connecting d	loor is i	alled.		•	
			10/01/10/1	cançu			
-		b) adjacent room		adjoining room	d)	suite room	
a)	connecting room	b) adjacent room	c)	adjoining room		suite room	
a) Q.33. A r	connecting room oom assigned to f	b) adjacent room our people which may ha	c) ave two	adjoining room 5 or more beds is cal		suite room	
a) Q.33. A r a)	connecting room oom assigned to f double double ro	b) adjacent room our people which may ha	c) ave two b)	adjoining room o or more beds is cal suite room		suite room	
a) Q.33. A r a)	connecting room oom assigned to f	b) adjacent room our people which may ha	c) ave two b)	adjoining room 5 or more beds is cal		suite room	
a) Q.33. A r a) c) Q.34. A r	connecting room oom assigned to f double double ro twin room oom with two dou	 b) adjacent room our people which may hat om ible bed meant for four p 	c) ave two b) d)	adjoining room o or more beds is cal suite room quad room s called:-		suite room	
a) Q.33. A r a) c) Q.34. A r	connecting room oom assigned to f double double ro twin room	 b) adjacent room our people which may hat om ible bed meant for four p 	c) ave two b) d) beople i b)	adjoining room o or more beds is cal- suite room quad room s called:- king room	led:-	suite room	
a) Q.33. A r a) c) Q.34. A r	connecting room oom assigned to f double double ro twin room oom with two dou	 b) adjacent room our people which may hat om able bed meant for four p 	c) ave two b) d) beople i b)	adjoining room o or more beds is cal suite room quad room s called:-	led:-	suite room	
a) Q.33. A r a) c) Q.34. A r a) c)	connecting room oom assigned to f double double ro twin room oom with two dou double double ro twin room	 b) adjacent room our people which may hatom om able bed meant for four prom 	c) ave two b) d) beople i b) d)	adjoining room o or more beds is cal suite room quad room is called:- king room Hollywood twin roo	bed:-	suite room	
a) Q.33. A r a) c) Q.34. A r a) c) Q.35. A r	connecting room oom assigned to f double double ro twin room oom with two dou double double ro twin room	 b) adjacent room our people which may hat om able bed meant for four p 	c) ave two b) d) beople i b) d)	adjoining room o or more beds is cal suite room quad room is called:- king room Hollywood twin roo	om.	suite room	
a) Q.33. A r a) c) Q.34. A r a) c) Q.35. A r a)	connecting room oom assigned to f double double ro twin room oom with two dou double double ro twin room room overlooking cabana	 b) adjacent room our people which may ha om uble bed meant for four prom a landscape area, a watch b) lanai 	c) ave two b) d) beople i b) d) rbody o c)	adjoining room o or more beds is cal suite room quad room s called:- king room Hollywood twin roo or a garden is called: parlour	om. - -	executive suite	
a) Q.33. A r a) c) Q.34. A r a) c) Q.35. A r a) Q.36. A r	connecting room oom assigned to f double double ro twin room oom with two dou double double ro twin room room overlooking cabana	 b) adjacent room our people which may hay on oble bed meant for four poor a landscape area, a watch 	c) ave two b) d) beople i b) d) rbody o c)	adjoining room o or more beds is cal suite room quad room s called:- king room Hollywood twin roo or a garden is called: parlour	om. - -	executive suite	
a) Q.33. A r a) c) Q.34. A r a) c) Q.35. A r a) Q.36. A r cal	connecting room oom assigned to f double double ro twin room oom with two dou double double ro twin room room overlooking cabana room that opens o led:-	 b) adjacent room b) adjacent room b) properties on the second seco	<pre>c) ave two b) d) beople i b) d) rbody o c) e according </pre>	adjoining room o or more beds is cal suite room quad room is called:- king room Hollywood twin roo or a garden is called: parlour npanied by a swimi	om - d) ning	executive suite	
 a) Q.33. A rial a) c) Q.34. A rial c) Q.35. A rial Q.36. A rial cal 	connecting room oom assigned to f double double ro twin room oom with two dou double double ro twin room room overlooking cabana	 b) adjacent room our people which may ha om uble bed meant for four prom a landscape area, a watch b) lanai 	<pre>c) ave two b) d) beople i b) d) rbody o c) e according </pre>	adjoining room o or more beds is cal suite room quad room s called:- king room Hollywood twin roo or a garden is called: parlour	om - d) ning	executive suite pool. a tennis court is	
 a) Q.33. A roal a) c) Q.34. A roal c) Q.35. A roal Q.36. A roal cal a) Q.37. Clear 	connecting room oom assigned to f double double ro twin room oom with two dou double double ro twin room room overlooking cabana room that opens o led:- duplex suite	 b) adjacent room our people which may ha om able bed meant for four phone a landscape area, a water b) lanai onto the roof and may be b) penthouse oms:- 	c) ave two b) d) beople i b) d) rbody o c) e accor c)	adjoining room o or more beds is cal suite room quad room s called:- king room Hollywood twin roo or a garden is called: parlour npanied by a swimt family room	om - d) ning	executive suite pool. a tennis court is	
 a) Q.33. A r a) c) Q.34. A r a) c) Q.35. A r a) Q.36. A r cal a) Q.37. Cle 	connecting room oom assigned to f double double ro twin room oom with two dou double double ro twin room room overlooking cabana room that opens o led:- duplex suite eaning laundry roo Housekeeping st	 b) adjacent room our people which may ha om able bed meant for four phone a landscape area, a water b) lanai onto the roof and may be b) penthouse oms:- 	c) ave two b) d) beople i b) d) rbody o c) c) c) b)	adjoining room o or more beds is cal- suite room quad room s called:- king room Hollywood twin roo or a garden is called: parlour npanied by a swimu family room General manager	om - d) ning	executive suite pool. a tennis court is	
 a) Q.33. A r a) c) Q.34. A r a) c) Q.35. A r a) Q.36. A r cal a) Q.37. Cle 	connecting room oom assigned to f double double ro twin room oom with two dou double double ro twin room room overlooking cabana room that opens o led:- duplex suite	 b) adjacent room our people which may ha om able bed meant for four phone a landscape area, a water b) lanai onto the roof and may be b) penthouse oms:- 	c) ave two b) d) beople i b) d) rbody o c) c) c) b)	adjoining room o or more beds is cal suite room quad room s called:- king room Hollywood twin roo or a garden is called: parlour npanied by a swimt family room	om - d) ning	executive suite pool. a tennis court is	
 a) Q.33. A r a) c) Q.34. A r a) c) Q.35. A r a) Q.36. A r cal a) Q.37. Clean a) c) 	connecting room oom assigned to f double double ro twin room oom with two dou double double ro twin room room overlooking cabana room that opens o led:- duplex suite eaning laundry roo Housekeeping st Kitchen staff	 b) adjacent room our people which may ha om able bed meant for four phone a landscape area, a water b) lanai b) lanai b) penthouse oms:- aff 	c) ave two b) d) beople i b) d) rbody o c) c) c) b)	adjoining room o or more beds is cal- suite room quad room s called:- king room Hollywood twin roo or a garden is called: parlour npanied by a swimu family room General manager	om - d) ning	executive suite pool. a tennis court is	
 a) Q.33. A r a) c) Q.34. A r a) c) Q.35. A r a) Q.36. A r cal a) Q.37. Cle a) c) Q.38. Ro 	connecting room oom assigned to f double double ro twin room oom with two dou double double ro twin room room overlooking cabana room that opens o led:- duplex suite eaning laundry roo Housekeeping st Kitchen staff	 b) adjacent room b) adjacent room b) penthouse c) penthouse c) penthouse 	<pre>c) ave two b) d) beople i b) d) rbody c c) c accord c) b) d)</pre>	adjoining room o or more beds is cal- suite room quad room s called:- king room Hollywood twin roo or a garden is called: parlour npanied by a swimu family room General manager	om d) ning d)	executive suite pool. a tennis court is	
 a) Q.33. A r a) c) Q.34. A r a) c) Q.35. A r a) Q.36. A r cal a) Q.36. A r cal a) Q.37. Cle a) c) Q.38. Ro 	connecting room oom assigned to f double double ro twin room oom with two dou double double ro twin room room overlooking cabana room that opens o led:- duplex suite eaning laundry roo Housekeeping st Kitchen staff	 b) adjacent room our people which may ha om able bed meant for four phone a landscape area, a water b) lanai b) lanai b) penthouse oms:- aff 	<pre>c) ave two b) d) beople i b) d) rbody c c) c accord c) b) d)</pre>	adjoining room o or more beds is cal suite room quad room is called:- king room Hollywood twin roo or a garden is called: parlour npanied by a swimt family room General manager Dining room staff	om d) ning d)	executive suite pool. a tennis court is studio room	
 a) Q.33. A roal a) c) Q.34. A roal a) c) Q.35. A roal Q.36. A roal a) Q.36. A roal a) Q.37. Close a) Q.38. Roal a) 	connecting room oom assigned to f double double ro twin room oom with two dou double double ro twin room room overlooking cabana room that opens of led:- duplex suite eaning laundry roo Housekeeping st Kitchen staff	 b) adjacent room b) adjacent room b) penthouse c) penthouse c) penthouse 	<pre>c) ave two b) d) beople i b) c) c)</pre>	adjoining room o or more beds is cal suite room quad room is called:- king room Hollywood twin roo or a garden is called: parlour npanied by a swimt family room General manager Dining room staff	om d) ning d)	executive suite pool. a tennis court is studio room	

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Q.40. The main administrative centre of housekeeping	/ departmentt-	
a) Desk control	b) Housekeeping office	•
c) Floor pantry	d) Lost and found	1
		i
Q.41. Full form of OOO:-	b ₁ Out of Orientation	×
a) Out of door	d) Out of Occupancy	
c) Out of order	() Our of Occupancy	
Q.42. The main administrative center of housekeeping	g department:-	(. :
a) Desk control	b) Housekeepers office	
c) Floor Pantry	d) Lost and found	
		(1)
Q.43. Full form of SOP:-	b) Staff Office program →	(**
a) Standard operating Procedure		
c) Standard operation program	d) Surplus offer procedure	
Q.44. Flower Arrangement are done in the:-		$\int_{t} z ^{-1}$
a) Green House b) Flower room	e) Garden d) Horticulture store	
Q.45. Who co-ordinates with the other departments:-	-	(+ 2
a) Executive housekeeper	b) Assistant housekeeper	4
c) Floor supervisor	d) desk control supervisor	
Q.46. The notice board of housekeeping department	is placed:-	(¹
a) room number of crews in house	b) ∇ IP in the house	
c) weekly cleaning schedule	\mathbf{d} all of the above	
Q.47. Housekeeping co-ordinates with Engineering I	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:-		(. ,
	b) study of multion	
	d) personal hygiene	
c) personal grooming		
Q.49. Physical fitness in Housekeeping staff is a mu	ist because:-	€ 5
a) to look attractive	b) manual work is maximum	
c) both of the above	d) none of the above	
		i s
Q.50. Courtesy means:-	c) good manners d) none of the above	X • 3
a) ill mannerism b) personal hygiene	c) good manners a) none of the average	
PART-B(DISC	<u>(RIPTIVE TYPE)</u>	
Q.1. What is the modern concept of houseke	eeping? Explain the responsibility of housekeeping	
department?		103
	g department in a five star hotel having 400 rooms. Eist	1.67.5
the duties of guest room attendant.		(19)
Q.3. What are the attributes in your opinion are ab	psolutely essential in housekeeping stall? Explain.	(10)
Q.4. Which are the departments that housekeeping	g has to co-ordinate in a hotel and why? Explain.	(10)
Q.5. Write Short Note on:-	()	$5\sqrt{2}$ = 10)
a) Lost and found section.		
b) Hygiene and grooming standards of hou		
******	******	40
		- U

BHM - 1ST SEMESTER EXAMINATIONS; DECEMBER-2017 (SUBJECT: FRONT OFFICE FOUNDATION-I; PAPER CODE – 07010104)

< Time	e: 03:00 Hrs.			Max Mark: 100	
	ructions:		• 00 ha <u>, ja ja 189, p</u>		
	Write your Roll No. on th				
1	If any, should be made wi	hat they have been provide thin 15 minutes of the com	d with the correct question p mencement of the exam. No	aper. Complaints in this regards, complaint(s) will be entertained	
	thereafter.				
		Marks are indicated agains	t each question.		
4. 1	Draw the diagram wherev	er required.			
	PA	RT-A (OBJECTIVE TYP	E QUESTIONS OMR SHI	<u>GETS)</u>	
	EMPT ALL QUESTIO	NS:-			
Q. 1.		d EPABX operations are pa	art of:-		(1)
	a) rooms division dep	artment	b) housekeeping depar	tment	(•)
	c) front office departn	nent	d) maintenance depart		
Q. 2.	A hotel property set in	small forts.palaces or have	lis is known ast-		
X	a) heritage hotel	b) floatel	c) motel	d) none of the above	(1)
۲			-	,	
Q. 3.	a) luxury hotel	rs would most likely be gue			(1)
	c) economy hotel		b) mid market hoteld) extended stay hotel	_	
	· · ·		-	÷	
Q. 4.	Which of the following	, hotels cater to the needs o	f people who are on the mov	e and need a sleep over en route	
	their journey:- a) transient hotels	b) business hotels	•)		(1)
	a) transfert noters	b) business noters	c) motels	d) airport hotels	
Q. 5.	-	otel the front office manage	er reports to the:-		(1)
	a) general manager		b) chief engineer		
	c) rooms division man	ager	d) security director		
Q. 6.	The front desk area of t a) reservation area	the hotel where employee g b) concierge	reets guests and answer thei c) reception area	ir queries on arrival is called:- d) all of the above	(1)
Q. 7.	The person who is resp	onsible for all the functions	s in the lobby of the hotel is:-		
~~~~	a) lobby manager	b) general manager	c) duty manager	<b>d)</b> reservation manager	(1)
~ ^				,	
Q. 8.	a) American plan	ng of tariff and all major me b) European plan	eals is known as:-		(1)
	c) continental plan	d) modified Ameri	can plan		
0.0					
Q. 9.	Which of the following	is a special room rate offe ecause of potential referral l	red to guests in affiliated org	ganizations such as travel	
	a) commercial rate	b) incentive	c) promotional rate	d) complimentary rate	(1)
		,	•		
Q. 10	. The snow ski resort off	ers a special rate that inclu	des room charge breakfast a	and dinner and all day lift tickets	
	a) corporate	rate:-	b) group		(1)
	c) rack		d) package plan		
Q. 11	. Two rooms which share	e a common wall are called			(1)
	<ul><li>a) suite room</li><li>c) duplex room</li></ul>		<ul><li>b) adjacent room</li><li>d) adjoining room</li></ul>		
Q. 12	•	hotels are found near sp	ecific attractions:-		(1)
	a) airport hotel	b) resort hotel	c) Commercial hotel	d) Tourist hotel	
		of resour noter	G Commercial notel		

	Q. 13.	Rooms next to swimming pool are called:- a) lanai room b) sico room	c) cabana	d) studio room	(1) ≁≏
	0 14	The settling of guests bills at the front office is done	bv'-		、 〔1〕
		a) reservation section	<b>b)</b> reception	、	. ,
		c) bell desk	<b>d)</b> travel desk		
	0.15	hotels appeal to budget mi	ndod uuost:-		(1)
	Q. 15.	noters appear to bluger in	nded guest		(.,
		a) luxury hotel <b>b)</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 depart	incin	
	Q. 17.	Hotels located in the heart of the city are known as _	hotels:-		(1)
		a) Downtown b) Time-share	c) Transient	d) Resort	
	0.10	Le la de di la Dellata is su bunnala af			(1)
	Q. 18.	houseboats floating on Dal lake is an example of:- a) downtown hotel	b) motel		(1)
,		c) floatel	d) boatel	×	
	Q. 19.	Check in and check out is handled by	in a hotel:-		(1)
		<ul><li>a) Valet</li><li>c) bell boy</li></ul>	<ul> <li>b) lobby manager</li> <li>d) receptionist</li> </ul>		
7					
	Q. 20.	types reports, memos,letters	in the front office dept:-		(1)
		a) secretary b) lobby manager	c) bell boy	d) receptionist	
	0.01	Used by set of at hill stations and hundred and sounts	unide our informed to our	•	(1)
	Q. 21.	Hotels located at hill stations, sea beaches and countr a) resort hotels b) suburban hotels		d) motels	(1)
		a) resolution noters		ay motors	
	Q. 22.	is the single l	argest charge on guest folic	):-	(1)
		a) room	<ul><li>b) food and beverage</li></ul>		
		c) laundry	d) telephones		
	0. 23.	In a large full service hotel the front office manager	reports to the:-		(1)
	<b>、</b>	a) general manager	b) chief engineer		
		c) rooms division manager	d) security director		
	0.24	hotels close to the airport are called:-			(1)
	Q. 24.	a) resort hotel b) airport hotel	c) commercial hotel	d) extended stay hotels	(•)
		, , ,	,		
	Q. 25.	a) luxury hotelhotels appeal to budget mb) mid market hotel	inded guest:-		$\begin{pmatrix} 1 \\ 4 \end{pmatrix}$
		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 de	partment	
-	Q. 27.	form the largest group of hotel typ	es:-		(1)
	<b>x</b> · = · ·	a) resort hotel b) airport hotel	c) commercial hotel	d) extended stay hotels	( )
	Q. 28.	Which of the following is a special room rate offere		aniztions such as travel	(1)
		agencies and airlines because of potential referral bu a) commercial rate b) incentive	c) promotional rate	d) complimentary rate	(1)
				.,	
	Q. 29.	Hotels located in the heart of the city are called a) resort hotel b) airport hotel			(1)
		a) resort hotel b) airport hotel	c) commercial hotel	d) extended stay hotels	
	<b>O.</b> 30.	Front office staff who transport the guests luggage a	t the time of check in and c	heck out are-	(1)
	2.200	a) bellboy b) concierge	c) valet	<b>d)</b> none of the above	(•)
		-			

	Q. 31.	hote's generally provide accommo a) resort hote! b) c) commercial hote' d)	dation for a longer durati airport hote! extended stay hotels	on:-	(1)
	Q. 32.	a) resort hotel <b>b</b> ) airport hotel <b>c</b> )	o guests?:- commercial hotel c	1) casino hotels	(1)
	Q. 33.	InIndia Tourism and development corpora) 1964b) 1965c)	ation of India was forme 1966 G	d:- 1) 1967	(1)
	Q. 34.	Hotels near convention centre are calleda) resort hotelb) convention hotelc)	commercial hotel	1) casino hotels	(1)
	Q. 35.	Hotels on wheels are called	rotel	d) floatel	(1)
	Q. 36.	The snow ski resort offers a special rate that includes roo this is an example of rate:- a) corporate b) group c)		inner and all day lift tickets d) package plan	(1)
	Q. 37.	Hotels on luxury liners are called a) hotel b) motel c)	_:- rotel	d) floatel	(1)
	Q. 38.	hotels are found near specific a) airport hotel b) resort hotel c)	c attractions:- Commercial hotel	d) Tourist hotel	(1)
٢	Q. 39.	A room with 2 single beds separated by bed side table is a) double room b) holywood twin room c)	called:- twin room	d) quad room	(1)
	Q. 40.	Room with two twin beds and common head board is cal a) double room b) holywood twin room c)	led:- twin room	d) quad room	(1)
	Q. 41.	the reservation requests are processed by:- a) reservation section b) reception c)	bell desk	d) travel desk	(1)
	Q. 42.	when would a hotel offer to sell a guestroom at a distressa) when it expects very low occupancybc) when it expects high occupancyd	ed inventory rate:- ) when it expects normal ) when the hotel wants to	occupancy attract families	(1).
	Q. 43.		ould be:- ) market share information ) all of the above	on .	(1)
	Q. 44	In JRD Tata started Indian Hotel company ltd:-	) 1904	<b>d)</b> 1905	(1)
	Q. 45	<ul> <li>The published rate of a room before discount is called:-</li> <li>a) rack rate</li> <li>b) corporate rate</li> <li>c</li> </ul>	) FIT rate	d) all of the above	(1)
	Q. 46	a) standard of facilities b) clientale c	) ownership	d) location	(1)
	Q. 47	<ul> <li>A hotel property set in small forts.palaces or havelis is k</li> <li>a) heritage hotel</li> <li>b) floatel</li> </ul>	nown as:- ) motel	d) none of the above	(1)
	Q. 48	<ul> <li>On the basis of location hotels are of the following types</li> <li>a) motel</li> <li>b) floatel</li> </ul>	s:- e) airport hotel	<b>d)</b> all of the above	(1)
	Q. 49	<ul> <li>Hotels located at hill stations sea beaches and countrysic</li> <li>a) resort hotels</li> <li>b) suburban hotels</li> </ul>	de are referred to as:- c) downtown hotels	d) motels	(1)
	Q. 50	<ul> <li>The hotel division of ITC LTD started their first hotel C</li> <li>a) Madras</li> <li>b) New Delhi</li> </ul>	chola Sheraton in:- c) Mumbai	d) Bangalore	(1)

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#### PART-B (DESCRIPTIVE TYPE)

#### Attempt any 4 questions :-

- Q. 1. Explain the various functions of bell desk.
- Q. 2. Differentiate between any two.
  - (a) Cabana and Ianai 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

#### 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.

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(3*10=30)

(4*5)

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Roll No._____

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

	e: 03:00 Hrs. ructions:	Max Mark: 100
	Write your Roll No. on the Question Paper.	
2. (	Candidate should ensure that they have been provide	d with the correct question paper. Complaints in this
r	egards. If any should be made within 15 minutes of	the commencement of the exam. No complaint(s) will be
e.	entertained thereafter.	the commencement of the exam. No complaint(s) will be
	Each Part is Compulsory. Marks are indicated against	t analy quantier
	Draw the diagram wherever required.	t each question.
	naw the diagram wherever required.	
	PART-A (OBJECTIVE TYPE	<b>QUESTIONS OMR SHEETS)</b>
TT	EMPT ALL QUESTIONS:-	
<b>)</b> . 1.	Interviews differ from other conversations in	that they:
	a) Are held for a very specific reason	b) Aim at a particular outcome
	c) Are usually recorded d)	All of the above
2	Interview structure includes discussion that is	for
	a) To make people nervous	101.
	b) To break the ICE	
	c) Ensure that you communicate essential info	ormation about yourself
	d) To ask you questions before you leave	simaton about yoursen
. 2	After interview:-	
• ••	a) Record your impression	•
	b) Send thankful letter to the interviewer	
	c) If the interview is a screening one, expect a	and for another and
	d) All of the above	t can for another one
	Concrel quidelines in interviews in shude	
. 4.	General guidelines in interviews include: a) Ask about your benefits before the offer	b) Criticino vous cument en eld eux l
	c) Be honest and negative about yourself	<ul><li>b) Criticize your current or old employers</li><li>d) Answer the unsaid questions</li></ul>
	c) De nonest and negative about yoursen	d) Answer the unsaid questions
. 5.	To become more effective, you need to take co	
	a) The material b) The audience	c) Yourself d) All of the above
. 6.	In presentations:-	
	a) Make things more complicated	b) Keep it simple
	c) Make things flashy	d) None of the above
7	Which of the following contenant is NOT to	
• /•	Which of the following sentences is NOT true	about defining your objective:-
	own passion.	your own feelings, your own commitment, your
	b) Your objective must be to inspire your audi	(anga
	c) If you act as if you believe in what you are	saving the audience won't baliave it either
	d) None of the following	saying, the addrence won't believe it either
0	For a manage to stick in the using of the	4
. ō.	For a message to stick in the mind of the audie	
	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
. 9.	Which of the following strategies help you to i	mprove your conversations:-
	a) Waste your time	b) Never summarize
	c) Don't use visuals	d) Clarify your objective
. 10	Which of the following is an unacceptable non	verbal behavior-
	a) Nodding b) Smiling	c) Folding the arms d) Leaning forward
	,	

		her person's ideas in your c) To answer questions	own language <b>d)</b>	None of the above	
	b) To ask questions	c) to answer questions	u)	None of the above	
Q. 12.	Critical comments mus a) True	t always be positioned bety b) False	ween positive stateme c) None of the above	ents:- e d) Another answer	· (1)
Q. 13.	Communication is the a a) Transmitting and red c) Transmitting inform	ceiving information	<b>b)</b> Receiving information None of them	ation	(1)
Q. 14.	The first and most imp a) To build relationshi c) To understand the o		cating is:- b) To deliver a mess d) To create shared u	-	(1)
Q. 15.	You are a student and y the conversation failed a) You don't like the te c) It was a wrong time	because:- eacher		but you didn't ask. Hence, ptions before you ask er happened	(1)
Q. 16.	Non-verbal messages a <b>a)</b> Ambiguous	re:- b) Continuous	c) Multi-channel	d) All of the above	(1)
Q. 17.	a To means t a) Speak	o reinterpret the other pers b) Summarize		n language:- d) None of the above	(1)
Q. 18.	<ul><li>Recognizing what som</li><li>a) Agree with it</li><li>c) Respect it</li></ul>	eone says means that you:	<ul><li>b) Have taken the pc</li><li>d) Something else</li></ul>	pint into account	(1)
Q. 19.	system, the accountant failed because:- a) The accountant has b) The high board mer	nbers have high power upo labeled to a specified role	f view, but he was ign on him		(1)
Q. 20.	<ul> <li>The skills of enquiry and</li> <li>a) Speaking skills</li> <li>c) Creating and sharing</li> </ul>	·	<ul><li>b) Listening skills</li><li>d) All of the above</li></ul>		(1)
Q. 21.					(1)(
	<ul> <li>a) The candidate is cal</li> <li>b) Interview should ha</li> <li>c) Conversation is alw</li> <li>Using visuals in your c</li> <li>a) Use images and pict</li> </ul>	led and interview is led by ve a specific reason ays informal onversation means to:- cure to explain your idea ressions and body language	one person d) Both (a & c)		(1) <b>(</b> (1)
Q. 22.	<ul> <li>a) The candidate is cal</li> <li>b) Interview should ha</li> <li>c) Conversation is alw</li> <li>Using visuals in your c</li> <li>a) Use images and pict</li> <li>b) Use your facial exprise</li> <li>c) Write notes of your</li> <li>d) Both (a &amp; b)</li> </ul>	led and interview is led by ve a specific reason ays informal onversation means to:- cure to explain your idea ressions and body language	one person d) Both (a & c)	d) Proposal	(1) (1) (1)

Q.	25. To Be tactful:-			
		t should be avoided at al		m in the museup of ethem
	b) Always subject per	opie to public embarrass	ment by confronting the	m in the presence of others
	c) Always pin point the	he other person		
	d) Use Assertive, Not	Aggressive, Communic	ation	
0.	<b>26.</b> The response to a send	der's message is called:-		
×.	a) Food bank		c) food	d) back
Q.	27. Our dress code is an e	xample of		
	a) Verbal	b) Nonverbal	c) Written	d) Spoken
Q.	<b>28.</b> co	mmunication includes to	one of voice body langua	ge, facial expressions etc
-	:-			
	a) Nonverbal	b) Verbal	c) Letter	d) notice
Ó.	29. The person who transi	mits the message is calle	d the 📴	4
×۰	a) Sender	b) Gives	c) Taker	d) Receiver
	,			
Q	<b>30.</b> The information which	h is transferred to the rec	eiver has to be interpret	ed and this process is
	called:- a) Encoding	b) Decoding	c) Opening	d) Closing
	a) Encouning	b) Decoding	c) Opening	u) Closing
Q	31. In oral presentation gi	ven outside your organis	ation you must first give	e the audience a
	of your organization:-		X	
	a) Flash back	b) Background	c) Front view	d) None of the above
0.	32. It is important to cons	ider proper room	where you are giving yo	ur presentation:-
	a) Darkness		c) Lightning	
_				
<b>Q</b> . :	33. Most of our day-to-day		a) Intensively	d) Cilontly
	a) Loudly	<b>b</b> ) Extensively	c) Intensively	a) Shenuy
<b>Q.</b>	34 Is nothing but	checking whether we have	ave followed the earlier s	stages promptly and
	efficiently:-			
	a) Review	b) Reading	c) Recalling	d) All
0.	<b>35.</b> In the structure of the	business letter what corr	es first?:-	
	a) Reference	b) Date	c) Salutation	d) Heading
0		•.• • .• •.• .		
Q	<ul><li>36. People cannot interact</li><li>a) Communication</li></ul>	b) Transport	c) Voice	d) Loudspeaker
	a) Communication	b) Haisport		u) Louuspeaker
<b>Q.</b> 3	<b>37.</b> The language of the re	port should be:-		
	a) Formality	b) Formal	c) Casual	d) Loose
0	38. A circular or notice m	av he issued hy only	designated for the m	ITDOSA'-
Q	a) Peon	b) Clerk	<ul> <li>c) Typist</li> </ul>	d) Officer
	,	-,	-1 -1 1	-,
Q. 3	<b>39.</b> Which of these is requ			
	a) Ability to interpret	b) Knowledge	c) Reason for reading	ag <b>d)</b> All
0.	40. True or false:-			
· · ·	I) Pay attention to the		cer instead of the subject	
			he speech without waitin	
	-		pass is a quality of a goo	
	a) TT	b) TF	<b>c)</b> FF	<b>d)</b> TT
Q	1. True or false :-			
-	I) By focusing too m		ener may miss the messa	ge that the speaker is
	intending to conve		ha laha in a mand lini	~~
	a) TF	b) TT	s he /she is a good listen c) FF	er. d) FT
	a) 11	0 1 1	<b>U</b> ) 111	u) 11

Q. 4	<ul><li>2. True or false:-</li><li>I) Your's truly</li></ul>				(1)
	a) FT	II) Yours truly b) TF	<b>c)</b> TT	d) FF	•
Q. 4	<ol> <li>True or false:-</li> <li>I) While writing busin</li> <li>II) Use old fashioned s</li> </ol>		directly focus on the mess	age to be told	(1)
	a) TT	b) TF	c) FF	<b>d)</b> FT	
Q. 4	<ul><li>4. Usually the business le</li><li>I) Blocked</li><li>a) A,B</li></ul>	etter is drafted in two s II) Unblocked b) B,C	styles:- III) Semi-blocked c) A,C	IV) None	(1)
Q. 4	<ol> <li>Points to be kept in min</li> <li>I) Take full responsibi</li> <li>II) Be dramatic while a</li> </ol>	lity of the problem ca			(1)
	a) TF	b) FT	c) FF	• <b>d)</b> TT	
Q. 4	<ul> <li>6. Resume must include:-</li> <li>a) Your skill</li> <li>c) Your projects, resea</li> </ul>		b) Your aims goals All		(1)
Q. 4′	<ul> <li>7. True or false:-</li> <li>I) Paraphrasing aims to</li> <li>II) Paraphrasing change</li> </ul>				(1)
	a) TF	b) FT	<b>c)</b> FF	d) TT	
Q. 48	II) Write the vacancy ye	ou are applying for in	e addressing in the salutation the subject. write your full name clearly c) FFT	•	(1)
Q. 49	II) Write the vacancy ye	ou are applying for in	e addressing in the salutatic the subject. write your full name clearly c) FFT		(1)
O. 5(	). True or false:-				
	In order to improve list I) We should not main III) Avoid distractions.	tain eye contact.	II) We should be emo	tionally involved.	(1)
	a) TTT	b) FFT	c) TFT	d) FFF	1
		PART-B (DESC)	<u>RIPTIVE TYPE)</u>		
Answ	ver any five questions. E	ach question carries	equal marks:-		
Q.1.			on. What are the features o	f Non-verbal	
	communication?				(10)
Q.2.	Define Public Speaking	. What are the feature	es of public speaking?		(10)
Q.3.	Explain the importance	of effective communi	cation skills in the hospital	lity industry.	(10)
Q.4.	What are the characteris			-	(10)
Q.5.	What are the barriers to	effective communica	tion?		(10)
Q.6.	What are the etiquettes	needed for Business (	Communication?		(10)
Q.7.	What are the features of	informal conversatio	n?		(10)
		*****	****		、 /
				1004	190/40

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# BHM - 1ST SEMESTER EXAMINATIONS; DECEMBER-2017 (SUBJECT: APPLICATION OF COMPUTERS; PAPER CODE – 07010106)

Max Mark: 100

#### Time: 03:00 Hrs.

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

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Draw the diagram wherever required. 4.

## PART-A (OBJECTIVE TYPE QUESTIONS OMR SHEETS)

	MPT ALL QUESTIONS:-		(1)
Q. 1.	<ul><li>UNIVAC is:-</li><li>a) Universal Automatic Computer</li><li>c) Unique Automatic Computer</li></ul>	<ul><li>b) Universal Array Computer</li><li>d) Unvalued Automatic Computer</li></ul>	
Q. 2.	<ul> <li>CD-ROM stands for:-</li> <li>a) Compactable Read Only Memory</li> <li>c) Compactable Disk Read Only Memory</li> </ul>	<ul><li>b) Compact Data Read Only Memory</li><li>d) Compact Disk Read Only Memory</li></ul>	(1)
			(1)
Q. 3.	<ul> <li>ALU is:-</li> <li>a) Arithmetic Logic Unit</li> <li>c) Application Logic Unit</li> </ul>	<ul><li>b) Array Logic Unit</li><li>d) None of above</li></ul>	
	,		(1)
Q. 4.	VGA is:- a) Video Graphics Array c) Volatile Graphics Array	<ul><li>b) Visual Graphics Array</li><li>d) Video Graphics Adapter</li></ul>	
			(1)
Q. 5.	WAN stands for:- a) Wap Area Network c) Wide Array Net	<ul><li>b) Wide Area Network</li><li>d) Wireless Area Network</li></ul>	
			(1)
Q. 6.	MICR stands for:- a) Magnetic Ink Character Reader c) Magnetic Ink Cases Reader	<ul><li>b) Magnetic Ink Code Reader</li><li>d) None</li></ul>	
			(1)
Q. 7.	<ul> <li>EBCDIC stands for:-</li> <li>a) Extended Binary Coded Decimal Interchange</li> <li>b) Extended Bit Code Decimal Interchange Co</li> <li>c) Extended Bit Case Decimal Interchange Cod</li> <li>d) Extended Binary Case Decimal Interchange</li> </ul>	de de	
0.8	ASCII stands for:-		(1)
Q. 0.	<ul> <li>a) American Stable Code for International International International International Standard Case for Institutional Internation Internation Standard Code for Information Internation International Internation International International Internation International Internation Internation</li></ul>	iterchange	
~ ^	. Chief component of first generation computer	was:-	(1)
Q. 9	<ul> <li>a) Transistors</li> <li>c) Integrated Circuits</li> </ul>	<ul><li>b) Vacuum Tubes and Valves</li><li>d) None of above</li></ul>	

				۲.	(1)
	EEPROM stand for:- a) Electrically Erasable P b) Easily Erasable Progra c) Electronic Erasable Pr d) None of the above	mmable Read Only Mer	nory	,	(1)
Q. 11.	Second Generation comp a) 1949 to 1955	uters were developed du b) 1956 to 1965	ring:- <b>c)</b> 1965 to 1970	<b>d)</b> 1970 to 1990	(1)
Q. 12.	Microprocessors as switc a) First Generation	hing devices are for which <b>b</b> ) Second Generation	ch generation computers c) Third Generation	:- d) Fourth Generation	(1)
	Which of the following d a) OCR	levices can be sued to dir b) OMR	ectly image printed text: c) MICR	d) All of above	(1)
-	In analog computer:- a) Input is first converted c) Output is displayed in	d to digital form digital form	<ul><li>b) Input is never conver</li><li>d) All of above</li></ul>	rted to digital form	(1)
	In latest generation comp a) Parallel only c) Both sequentially and		e executed:- b) Sequentially only d) All of above		(1)
	<ul><li>Who designed the first el</li><li>a) Van-Neumann</li><li>c) J. Presper Eckert and</li></ul>		NIAC:- b) Joseph M. Jacquard d) All of above		(1)
Q. 17.	Who invented the high le a) Dennis M. Ritchie	evel language c:- b) James Gosling	c) Tim Berner Lee	d) Bjarne Stroustrop	(1)
Q. 18.	A computer program tha a) Interpreter	t converts an entire prog b) Simulator	ram into machine langua c) Compiler	age is called a/an:- d) Commander	(1)
Q. 19.	A computer program th called a/an:- a) Interpreter	aat translates one progra b) CPU	am instructions at a tim c) Compiler	e into machine language is d) Simulator	(1)
Q. 20.	The basic operations per a) Arithmetic operation	formed by a computer a b) Logical operation	re:- c) Storage and relative	<b>d)</b> All the above	(1)
Q. 21.	The brain of any compu a) ALU	ter system is:- b) Memory	<b>c)</b> CPU	<b>d)</b> Control unit	Ĭ
Q. 22.	<ul><li>Which of the following</li><li>a) OCR</li><li>c) Voice recognition de</li></ul>		<ul><li>b) Optical scanners</li><li>d) COM (Computer O</li></ul>	utput to Microfilm)	(1)
Q. 23.	Which of the following a) Laser printer	produces the best quality b) Ink jet printer	y graphics reproduction:- c) Plotter	<b>d)</b> Dot matrix printer	(1)
Q. 24.	The term gigabyte refer a) 1024 bytes	s to:- b) 1024 kilobytes	c) 1024 megabytes	<b>d)</b> 1024 gigabyte	(1)
Q. 25.	A byte consists of:- a) One bit	<b>b)</b> Four bits	c) Eight bits	d) Sixteen bits	(1)
Q. 26.	a) Ctrl+ C	selected text or image:- b) Ctrl + V	c) Ctrl + X	d) Ctrl + Z	(1)

	Q. 27.	What is the extension of <b>a</b> ) .doc	Microsoft word:- b) .msw	c)	.wrd	d) .exe	(1)
•		,					(1)
	•Q. 28.	How can we write the for a) =	rmula in Microsoft Exce <b>b)</b> @	1:- c)	\$	<b>d)</b> #	(1)
		,	-, (				(1)
	Q. 29.	WWW stands for:- a) Wireless World Wide		b)	Wired World Web		(1)
		c) Wireless Web World			World Wide Web		
	Q. 30.	The Internet was original	lly a project of which ag	enc	y:-		(1)
		a) ARPA	b) NSF	c)	NSA	d) None of these	
	Q. 31.	Which of the following i	s a correct format of Em	ail	address:-		(1)
		<ul><li>a) name@website@info</li><li>c) www.nameofebsite.co</li></ul>			name@website.info name.website.com		
							(1)
	Q. 32.	The process of transferring a) Uploading	ng files from a computer b) Forwarding	• on c)	the Internet to your c FTP	d) Downloading	(1)
	Q. 33.	Which one of the follow	ing is not a search engine	e:-			(1)
$\mathbf{a}$	-	a) Bing	b) Google	c)	Yahoo	d) Windows	
	0. 34.	A computer on internet a	re identified by:-				(1)
	<b>L</b>	a) e-mail address	b) street address	c)	IP address	d) None of the above	
	0.35.	Internet explorer falls un	der:-				(1)
	<b>X</b>	a) Operating System	<b>b)</b> Compiler	c)	Browser	d) IP address	
	Q. 36.	Which is not a social net	working site:-				(1)
-	-	a) LinkedIn	b) Twitter	c)	Facebook	d) Whatsapp	
	Q. 37.	Shortcut to Italics the tex	xt:-				(1)
		a) Caps +U	<b>b)</b> Ctrl + I	<b>c</b> )	Shift +I	d) Alt +I	
	Q. 38.	The equipment needed to		nec	t to the Internet is:-		(1)
		a) Modem	b) Gateway	c)	Router	d) Bridge	
<b>^</b>	Q. 39.	The first page that you n	ormally view at a websi	te is	s its:-	d) News of the above	(1)
* <b>y</b>		a) Home Page	b) Master Page	C)	First Page	d) None of the above	
	Q. 40.	Website is a collection of				NAU Cilashawa	(1)
		a) HTML documents	b) Graphic files	C)	Audio/ Video Files	a) All of the above	
	Q. 41.	What is the character lin				N 140	(1)
		<b>a</b> ) 45	<b>b)</b> 145	C)	) 140	<b>d)</b> 142	
	Q. 42.	Who founded Facebook	:-				(1)
		a) Mark Zuckerberg	b) Bill Gates	C)	) Steve Job	d) Matt Mullenweg	
	Q. 43.	. Which social networkin	g site does not have an a	pp	and/or mobile version	of their site:-	(1)
		<ul><li>a) Facebook</li><li>e) None of the above</li></ul>	b) LinkedIn	C	) Twitter	d) YouTube	
							743
	Q. 44	<ul><li>Which service is called</li><li>a) Facebook messenger</li></ul>		:":- ר	) Linked In	d) Instagram	(1)
		a) racebook messenger	<i>vj</i> i wittoi	Ľ	,	- /	

				•	
Q. 45.	When was Twitter launce a) March 2006	hed:- <b>b)</b> July 2006	<b>c</b> ) June 2006	<b>d)</b> Sep 2006	(1)
Q. 46.	<ul><li>Who were the first membra</li><li>a) Ivy league</li><li>c) Students of Harvard</li></ul>	bers of Facebook	<ul><li>b) Students of Stanford</li><li>d) Students of Oxford</li></ul>		(1)
Q. 47.	What was Google origin a) Googol	ally called:- b) Backchat	c) Backrub		(1)
Q. 48.	<ul><li>ISP stands for:-</li><li>a) Internet standard protocol</li><li>c) Internet Service Provider</li></ul>		<ul><li>b) International systematic Planning</li><li>d) Intranet system Provider</li></ul>		(1)
Q. 49.	Name the software whic a) Excel	h comes with a basic telr b) Word for windows	net client package:- c) Windows 98	d) None of the above	(1)
Q. 50.	<ul> <li>a) Message box</li> <li>b) Outlook Express</li> <li>c) Messenger Mailbox</li> <li>d) None of the Above</li> </ul>				(1)
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. i) URL. ii) Domain Name. iii)Search Engine				(5)
	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)
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