

Set 1

Q.No. 1. Tick the correct answers:

(10)

I. Puree soup is garnished with:

- a. Crouton
- b. Croutes
- c. Liaison
- d. Roux

II. The term “Vintage” is associated with:

- a. Wine
- b. Soup
- c. Salad
- d. Spirit

III. A palate knife is used for.....:

- a. Peeling
- b. chopping
- c. lifting
- d. all of the above

IV. Latakia is a term associated with

- a. Salad
- b. tobacco
- c. cocktail
- d. soup

V. Rate applicable to children below five years of age is termed as rate.

- a. rack rate
- b. discount rate
- c. special rate
- d. crib rate

VI. Whiskey on the rocks refers to whiskey served with

- a. soda
- b. tonic water
- c. ice
- d. Lemon juice

VII. Which of the following sauce is not thickened with roux?

- a. Bechamel
- b. Veloute
- c. Mayonnaise
- d. Espagnole

VIII. Evening turndown service is given toroom.

- a. occupied
- b. departure
- c. Vacant
- d. DND

IX. How many sheets are used in making a bed in a five star hotel?

- a. 2
- b. 3
- c. 4
- d. none of the above

X. No compensation is charged if no show occurs due to.....

- a. Flight cancellation
- b. war
- c. Strike
- d. all of the above

Q.No. 2. Match the column:

(5)

- | | | |
|-------------------|-----|---------------------------|
| i. Ammonia | () | grape variety |
| ii. Force Majeure | () | egg preparation |
| iii. Terrazzo | () | floor |
| iv. Sunny side-up | () | cleaning agent |
| v. Chardonnay | () | unavoidable circumstances |

Q.No. 3. Short answers (any Six)

(6*5=30)

- | | |
|----------------------------------|-------------------------------------|
| i. purpose of reservation | ii. Spring cleaning |
| iii. Care and cleaning of carpet | iv. Stock |
| v. Types of menu | vi. Brandy and its service style |
| vii. Soup and its types | viii. Security through key handling |

Q.No. 4. Answer the following (Any Three)

(10*3=30)

- a. List the various mother sauces and explain all the stock based sauces with the complete recipe.
- b. Discuss the step-by-step procedure of cleaning a departure room.
- c. Explain the various types of control system prevalent in the food and beverage department.
- d. Write a letter to Four Seasons Travels in Singapore regretting, yet offering alternatives, for 10 double rooms from October 5th -15th , 2015.

Set 3

Q. No. 1. Choose the correct answer

(10)

- a. Dummy waiter refers to –
i. booster seats ii. Side board
iii. banquet chair iv. Reception desk
- b. Carpet vacuuming can be done with the help of-
i. Hoover ii. Duster
iii. scrubber iv. Mop
- c. The French term “hors d’oeuvre” refers to-
i. soup ii. Appetizer
iii. roast iv. Egg
- d. Alcohol evaporates atcentigrade.
i. 72 ii. 75.5
iii. 78.5 iv. 80
- e. Goods from store is issued against-
i. KOT ii. Recipe
iii. Menu iv. Requisition
- f. Mayonnaise and Hollandaise sauce are types of.....
i. Cold sauce ii. Warm sauce
iii. Emulsified sauce iv. White sauce
- g. Service of food from a trolley in a restaurant is termed asservice.
i. counter ii. Gueridon
iii. buffet iv. Room
- h. A date by which a provisional reservation needs to be confirmed is termed as
i. concierge ii. Guaranteed reservation
iii. release time iv. Deadline
- i. Under normal condition, an occupied room is attended..... in 24 hours.
i. once ii. Twice
iii. thrice iv. Four times
- j. Which one of the following is a feature of table d’hote menu?
i. each dish is priced separately ii. waiting time is allowed for each dish
iii. extensive choice is offered iv. Dishes are prepared and kept ready

Q. No. 2. Match the following

(5)

- | | | |
|-------------|---------|-------------------|
| a. consomme | () | barley |
| b. broth | () | liaison |
| c. cream | () | white part of egg |
| d. veloute | () | crouton |
| e. puree | () | cream |

Q. No. 3. Define the following

(Any six) (6*5=30)

- | | |
|--|--|
| a. basis of charging room rates | b. care and cleaning of metal surfaces |
| c. recipe and method of cream of tomato soup | d. types of beer |
| e. brandy and its service style | f. recipe of fish stock |
| g. florist | h. unusual movements |

Q.No.4. Answer the following (any three)

(10*3=30)

- what are the factors affecting reservation?
- Explain the procedure of cleaning various metals used for furnishing in the hotel.
- Explain the method of cooking under the medium of dry heat with suitable examples.
- Illustrate the basic control procedure of food and beverage and explain briefly.

Set 4

Q.No.1. Tick the correct answers. (10)

- a. Which among the following is simple and light breakfast?
i. English ii. Continental
iii. American iv. Indian
- b. The type of service practiced in coffee shop is:
i. French ii. Silver
iii. American iv. Russian
- c. Spring cleaning is done on....basis
i. daily ii. Periodic
iii. weekly iv. None
- d. Most distilled spirits are matured in casks made of.....
i. teak ii. Cedar
iii. oak iv. Pine
- e. Vegetables are cut into in the cole slaw salad.
i. julienne ii. Fine dice
iii. large dice iv. Jardinaire
- f. As per the schedule, an occupied room is attended:
i. once daily ii. Twice daily
iii. thrice daily iv. None
- g. Which of these is not a mode of reservation?
i. internet ii. telephone
iii. voucher iv. fax
- h. Flooring with pieces of marble set in cement with decorative chips is called
i. granolithic ii. Terrazzo
iii. Parquet iv. Vinyl
- i. Which is not a roux based sauce?
i. Bechamel ii. Veloute
iii. Hollandaise iv. Espagnole
- j. A guest folio records all of the in house guest.
i. complaints ii. history
iii. expenses iv. amenities

Q.No.2. Match the following (5)

- | | | |
|------------------|---------|-----------------|
| a. poaching | () | reservation |
| b. tandoori oven | () | hi-ball |
| c. mayonnaise | () | egg |
| d. mix | () | thousand island |
| e. confirmation | () | tikka |

Q.No 3. Define the following (Any six) (6*5=30)

- | | |
|-------------------------|------------------|
| a. types of reservation | b. parquet |
| c. mother sauces | d. table wine |
| e. cover | f. stock taking |
| g. spring cleaning | h. .master folio |

Q.No.4. Answer the following (any three) (10*3=30)

- a. Discuss the procedure of reservation.
- b. List the various types of furniture used in the hotel and explain.
- c. Give the recipe and method of preparing white, blond and brown sauce.
- d. What is Cocktail? Explain its types, methods of preparing and give the recipe of any one cocktail.

Set 5

Q.No. 1. Tick the correct answers. (10)

- a. Travellers cheque should be converted into.....
 - i. US dollars ii. Voucher
 - iii. Local Currency iv. Indian currency
- b. Room attendants handle key.
 - i. floor key ii. Master key
 - iii. Grand master iv. Emergency
- c. Dry martini is a type of:
 - i. aperitif ii. cocktail
 - iii. Long drink iv. stimulant
- d. Which among the following is not a method of making cocktail?
 - I. stirred ii. Shaken
 - iii. braised iv. Blended.
- e. The portion size of soup for one person is approximatelyml
 - i. 100-150 ii. 200-250
 - iii. 300-350 iv. 400-450
- f. Concierge is a
 - i. travel desk ii. Photocopier
 - iii. billing machine iv. Moving information desk
- g. Acidic strain is removed by using...
 - i. detergent ii. Bleach
 - iii. oxalic acid iv. Acetic acid
- h. Chef garde manger is also known as.....
 - i. sauce cook ii. Soup cook
 - iii. larder cook iv. Roast cook
- i. A hard-boiled egg started in hot water requires:
 - i. 5 min ii. 7 min
 - iii. 10 min iv. 15 min
- j. Sauteing is like.....
 - i. shallow frying ii. Poaching
 - iii. roasting iv. Stewing

Q. No. 2. Write(t) for true (f) for false at the space provided (5)

- a. Bisque and chowder are thick soups. ()
- b. Bed cover is laid on the guest bed at night. ()
- c. Beer and wine are classified under fermented alcoholic beverage. ()
- d. Quarter plate is placed on the left hand side of the cover. ()
- e. Dull spots on metal surfaces like copper and brass are termed tarnish. ()

Q.No.3. Short answer questions (Any six) (6*5=30)

- a. Define travellers cheque and explain consideration while accepting
- b. Define mopping and explain its types and procedure
- c. Define accompaniment and explain its functions with example dishes
- d. Enlist and explain the linen used in F & B service
- e. Explain KOT and discuss its importance
- f. Give the recipe and method of preparing hollandaise sauce
- g. Write the steps on attending a vacant room.
- h. Discuss the posting procedure of VTL

Q.No.4. Answer the following (any three) (10*3=30)

- a. Write a letter to Mr. Hari Roka, FOM, hotel Barahi, Pokhara, requesting him for two double rooms for your family from 15th august, 2014 for 5 days.
- b. Explain the steps of bed making with 3 bed sheets practiced in hotels.
- c. Define and classify sandwich with examples.
- d. Define wine. Explain the various types of wine.

Set 6

Q. No.1. Tick the correct answers.

(10)

a. Onion studded with bayleaf and clove is added in the preparation of.....sauce.

- i. béchamel
- ii. Tomato
- iii. veloute
- iv. Mayonnaise

b. Steak knife is used to..

- i. prepare garnish
- ii. Cut raw meat
- iii. cut prepared meat
- iv. Slice bread

c. No food is served in the course.

- i. potage
- ii. Sorbet
- iii. poisson
- iv. Entremets

d. Blue flower carry the message of.....

- i. love and bravery
- ii. Purity
- iii. courage and hope
- iv. Serenity and peace

e. Chardonnay is a type of

- i. cocktail
- ii. Salad
- iii. soup
- iv. Grape variety

f. Cigar should be stored in a box of.....

- i. paper
- ii. Cedar wood
- iii. plastic
- iv. Oak wood

g. Sauté is like.....

- i. roasting
- ii. Grilling
- iii. steaming
- iv. Shallow frying

h. Floor of granite chippings mixed with cement is called.....

- i. slate
- ii. Terrazzo
- iii. granolithic
- iv. Mosaic

i. Upholstery furniture refers to.....

- i. table
- ii. Sofa
- iii. chair
- iv. Mosaic

j. Mayonnaise can be used as.....

- i. sauce
- ii. dressing
- iii. spread
- iv. All of them

Q.No. 2. Write(t) for true (f) for false at the space provided

(5)

- a. Rack rate is also known as published rate. ()
- b. Slip cloth is laid over moulton. ()
- c. The product obtained from crushing grapes is known as wort. ()
- d. Occupied room is serviced twice a day. ()
- e. Julienne vegetables are cuts into fine dices. ()

Q. No. 3 Short answer questions

(Any six)

(6*5=30)

- a. Illustrate the general rules of hotel's guest security
- b. Explain the glass window cleaning procedure with required materials and equipment
- c. Write down the recipe and method of white stock
- d. Show the key difference between red and white wine
- e. Define menu and explain its types
- f. Find out the difference between stock and sauce
- g. What is spring cleaning? Explain in brief
- h. Mention the qualities of good telephone operator

Q. No. 4. Answer the following (any three)

(10*3=30)

- a. Write a letter to Mr. Bharat Joshi in Biratnagar, regretting his reservation request for two double bed rooms from June 20th, 2013 for 4 nights and offer alternatives.
- b. Show the difference between woven and non-woven carpet.
- c. Classify soup and explain the various types of soup with examples.
- d. Define menu. Explain its types and nature.

Set 9

Q. No. 1. Tick the correct answers.

(10)

a. DND card is supplied by:

- i. Housekeeping
- ii. Front office
- iii. Food and beverage service
- iv. Food production

b. World famous wines are produced in:

- i. Spain
- ii. Portugal
- iii. Italy
- iv. France

c. Which of these is not located at the front desk?

- i. reception
- ii. Cashier
- iii. information
- iv. Telephone operator

d. Steaks are prepared by which method?

- i. roasting
- ii. grilling
- iii. frying
- iv. Poaching

e. Pre plated service is:

- i. French
- ii. Russian
- iii. American
- iv. Silver

f. The juice of red grape is:

- i. red
- ii. White
- iii. pink
- iv. Orange

g. The correct thickening agent for a stew is:

- i. wheat flour
- ii. Liaison
- iii. bread
- iv. None

h. ' Bidet ' is installed within a:

- i. bedroom
- ii. Bathroom
- iii. kitchen
- iv. Laundry

i. A ' chinois ' is used for:

- i. straining
- ii. Peeling
- iii. lifting
- iv. Carving

j. Regular scotch whiskies are matured for a period of:

- i. 2-3 years
- ii. 3-6 years
- iii. 9-15 years
- iv. 18-21 years

Q. No. 2. fill in the blanks with most appropriate words

(5)

- a. VTL is prepared on basis.
- b. Puree soup is garnished with.....
- c. Occupied room is serviced.....times a day.
- d. Standard height of dining chair is.....inches.
- e. Consommé is asoup.

Q. No. 3. Explain in brief the difference between (any six) (6*5=30)

- a. guest and client
- b. sauce and stock
- c. malted whisky and grain whisky
- d. cigar and cigarette
- e. consomme and broth
- f. front office and lobby
- g. occupied and departure room cleaning

Q. No. 4. Answer the following (any three)

(10*3=30)

- a. Write a confirmation letter to Ms. Jessica of jet tours in New York for 10 doubles for march 7-10th, 2014 but regret for 6 doubles of march 21-24th, 2014.
- b. How are guest rooms prioritized by a room attendant based on their status? Explain the steps involved in cleaning a bathroom.
- c. List various mother sauces. Give the recipe of any two-mother sauces with its method of preparation.
- d. Define mixed drink. Write two examples of each type of mixed drinks with recipe of any two mixed drinks.

Set 10

Q. No. 1. Cross the odd one out.

(10)

- a. (i) reservation (ii) confirmation (iii) cancellation (iv) relation
- b. (i) boiling (ii) poaching (iii) steaming (iv) frying
- c. (i) wine (ii) beer (iii) sake (iv) whisky
- d. (i) brasso (ii) silvo (iii) mansion (iv) Volvo
- e. (i) sunny side (ii) turnover (iii) poached (iv) omelet
- f. (i) moulton (ii) table cloth (iii) slip cloth (iv) waiter's cloth
- g. (i) no shows (ii) walk-ins (iii) under booking (iv) over booking
- h. (i) commis-I (ii) commis-II (iii) commis-III (iv) Commis-IV
- i. (i) plastered (ii) marbelled (iii) parquet (iv) carpet
- j. (i) Room maid (ii) chamber maid (iii) floor supervisor (iv) receptionist

Q. No. 2. Write the full form of the following

(5)

- a. VTL
- b. BNS
- c. BOT
- d. S/W
- e. I/C

Q. No. 3. Explain in brief the difference between (any six)

(6*5=30)

- a. woven carpet and tufted carpet
- b. reservation and reception
- c. accompaniment and garnish
- d. fermentation and distillation
- e. wines and spirits
- f. walk-ins and no- shows
- g. white stock and brown stock

Q.No.4. Answer the following (any three)

(10*3=30)

- a. Define security. How would you provide effective security in a hotel through key handling?
- b. Write the various steps to be followed in spring cleaning of a guest room.
- c. Write the ingredients and method of preparing espagnole sauce.
- d. Make a neat drawing of KOT with all necessary data.