

Printing Pages : 2 Paper Code : HM- 104 (C) (SVSU): 2024 2025/R

Enrollment No.

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BHMCT

1ST YEAR 1ST SEMESTER EXAMINATION
ACCOMMODATION OPERATION FOUNDATION- I

[Time:03:00 Hours]

[Max.Marks:70]

Attempt all MCQ.

(1x15=15)

1. Guest with small or light luggage
 - a) scanty baggage
 - b) skipper
 - c) stayover
 - d) guest
2. Bed making is done by the
 - a) executive housekeeping
 - b) room attendant
 - c) housekeeping maid
 - d) head gardener
3. Which of the following is NOT used for cleaning floors
 - a) Broom
 - b) Dustpan
 - c) Dishwasher
 - d) Squeeze
4. Deodorizer is used to
 - a) remove stains
 - b) remove smells
 - c) wash windows
 - d) wash bathroom
5. A garbage bag goes inside a garbage
 - a) Bin
 - b) Detergent
 - c) Hose
 - d) Hamper
6. In a single bedroom, the number of glasses given to the guests is
 - a) 1
 - b) 2
 - c) 4
 - d) None of these
7. What is a motel
 - a) A small hotel
 - b) A small hotel on the highway where motorists check in
 - c) A large hotel with packing facilities
 - d) A hotel with a restaurant
8. Cabana means
 - a) Studio room
 - b) Twin rooms
 - c) Triple room
 - d) Room attached to the swimming pool ride for changing or resting

[P.T.O.]

Who is the head of the Housekeeping department

- a) Chef De Cuisine
- b) Executive Housekeeper
- c) Engineer
- d) None of these

10. A business lounge will be found in a _____ hotel

- a) Independent Hotel
- b) Resort Hotel
- c) Business Hotel
- d) None of these

11. it refer to all launderable item in hotel

- a) linen
- b) discard
- c) uniform
- d) laundry

12. Hotel with gambling facility

- a) Casino Hotels
- b) suite hotel
- c) stay hotels
- d) resort

13. Old palaces converted into hotels called

- a) Heritage Hotel
- b) large hotel
- c) chain hotel
- d) resort

14. These are small light weight vaccum cleaner

- a) dustette
- b) small vaccum
- c) bristle
- d) ruffle

15. Room with a common wall but no connecting door

- a) adjoining room
- b) adjacent room
- c) duplex
- d) suite

Answer in long (any three)

[10x3=30]

1. What is meant by energy conservation and what methods are adopted by hotel for it.
2. Give the meaning of the following: Quad room, Double room, Cabana, Pent house, Lanai.
3. Discuss about the qualities of housekeeping staff.
4. Explain the method of turn down service in detail.
5. Draw the organizational structure of housekeeping in a large hotel.

Answer in short (any five)

[5x5=25]

1. Explain daily, weekly, periodic cleaning.
2. Discuss the coordination of housekeeping with maintenance and food production department.
3. Write a short note on environment friendly housekeeping.
4. Briefly explain second service.
5. Elaborate duties and responsibilities of Assistant housekeeper, floor supervisor.
6. What are the points to be kept in mind while selecting and storing cleaning equipments.

[illegible]

1ST YEAR 1ST SEMESTER EXAMINATION

[Max. Marks: 70]

Note : 1. Attempt all the questions as per given instructions.

1. Multiple Choice Questions (MCQs)

- I** What is an essential element of effective communication?
a) Complexity b) Clarity c) Confusion d) Volume
- II** Which of the following is an example of non-verbal communication?
a) Emailing b) Sign language
c) Speaking on the phone d) Text messaging
- III** Which of these is not a medium of communication?
a) Telephone b) Gesture c) Silence d) Opinion
- IV** A listener's reaction or response to a message is known as:
a) Encoding b) Feedback c) Barrier d) Communication
- V** The receiver's understanding of a message is known as:
a) Interpretation b) Encoding
c) Transmission d) Observation
- VI** What type of communication is a formal report?
a) Informal b) Non-verbal c) Verbal d) Group
- VII** Which of the following can hinder effective communication
a) Empathy b) Clear pronunciation
c) Prejudice d) Organized thoughts

[P.T.O.]

I Describe the communication process diagram and explain each step involved.

II Discuss the differences between verbal and non-verbal communication, providing examples for both.

III List and explain various barriers to communication, highlighting the most common barriers that affect effective communication.

IV What are the primary objectives of communication? Discuss how these objectives help in achieving personal and professional goals.

3. **Answer in short (any five)** [5x5=25]

I What are the advantages of oral communication in a professional setting?

II Explain the difference between synchronous and asynchronous communication with examples.

III How does formal communication differ from informal communication in an organization?

IV Define active listening and explain its importance in enhancing interpersonal relationships.

V Describe the role of encoding and decoding in the communication process.

VI Write a brief note on the 7Cs of communication and why they are essential for clear communication.

VII How digital media impact mass communication in does today's world?

Which of these is an essential quality of communication?

- a) Lengthy paragraphs
- b) Vague language
- c) Accuracy
- d) Emotion

In the communication process, "decoding" means:

- a) Sending a message
- b) Interpreting a message
- c) Formulating a response
- d) Ignoring the message

In a formal setting, an effective communicator is likely to:

- a) Speak loudly
- b) Use technical jargon
- c) Maintain eye contact
- d) Avoid feedback

Which of these is considered informal communication?

- a) Emailing your supervisor
- b) Casual conversation with friends
- c) Reporting to your team
- d) Writing a business proposal

Non-verbal communication primarily involves:

- a) Spoken words
- b) Body language
- c) Formal language
- d) Written text

A formal presentation or speech typically requires:

- a) Using casual expressions
- b) Limited preparation
- c) Following an organized structure
- d) Speaking without a script

Which element is critical in active listening?

- a) Daydreaming
- b) Open-mindedness
- c) Looking around the room
- d) Speaking over the presenter

Successful communicators often:

- a) Avoid expressing emotions
- b) Speak only when necessary
- c) Adjust their tone to suit the audience
- d) Use complex vocabulary only

[P.T.O.]

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Printing Pages : 1

Paper Code: BHM -103

(B) (SVSU) : 2024-2025/C

Enrollment No.

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BHMCT

**1ST YEAR 1ST SEMESTER YEAR EXAMINATION
FRONT OFFICE OPERATIONS FOUNDATION -1**

[Time : 03:00 Hours]

[Max. Marks : 70]

Note: Attempt all the questions as per given instructions.

Multiple Choice Questions (MCQs)

[01×15=15]

What is a concierge's role in a hotel?

A) Managing hotel staff schedules
B) Preparing guest folios
C) Assisting guests with reservations and local information
D) Cleaning guest rooms

Which room rate plan includes three meals a day?

A) European Plan B) Continental Plan C) American Plan D) Modified American Plan

_____ is considered a very luxurious hotel.

A) 5-star hotel B) Highway hotel C) Motel D) None of these

Hotels usually feature:

A) Several types of food and beverage services B) More public areas and guest services than other hotels
C) Guestrooms with separate bedrooms and living rooms D) Leisure sports activities

_____ Room has one single bed for single occupancy

_____ room is situated near to swimming pool or sea beach

A) Suite Room B) Cabana Room C) Duplex D) Parlour

Standards for _____

A) Security Bag B) Scan Bag C) Security Bag D) None of the Above

What is the standard check-in time for a hotel according to standard hotel rules?

A) 10:00 AM B) 12:00 PM C) 2:00 PM D) 4:00 PM

D stands for _____

Concierge is a part of _____

What is the main responsibility of the front desk in a hotel?

A) Organizing events B) Handling guest check-in and check-out
C) Cooking meals for guests D) Managing hotel finances

Hotel captain comes under _____ department.

E stands for _____

_____ all hotels contain _____ Rooms

Front office assists the guest for check-in & check-out.

True False

2. Answer in long (any three)

(3x10=30)

- I Explain duties and responsibilities of front office manager in a 5star hotel?
- II Draw the organizational structure of front office department in a large hotel.
- III Explain different type of hotels.

IV Explain fire safety process in a hotel

3. Answer in short (any five)

(5x5=25)

- I Define hospitality & explain them?
- II What is the role of HRACC in hospitality industry?
- III Explain the different types of keys used in a hotel.

Printing Pages : 1

Paper Code: BHM -102

(C) (SVSU) : 2024-2025/C

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BHMCT

**1ST YEAR 1ST SEMESTER YEAR EXAMINATION
FOOD & BEVERAGE SERVICE FOUNDATION-I**

[Time : 03:00 Hours]

[Max. Marks : 70]

Note : Attempt all the questions as per given instructions.

[01×15=15]

Multiple Choice Questions (MCQs)

What type of establishment is known for its formal atmosphere, gourmet cuisine, and extensive wine selection?

- a) Fine Dining Restaurant b) Coffee House c) Cafeteria d) Fast Food Restaurant

What type of outlet offers a variety of dining options under one roof?

- a) Fine Dining Restaurant b) Food Court c) Cafeteria d) Kiosk

A Kiosk is known for:

- a) Formal ambiance b) Extensive menu options
c) Convenience and self-service d) Exclusive membership requirements

Drive Through outlets are known for:

- a) Fast delivery to your doorstep b) Quick service and car-side delivery
c) Fine dining experiences d) Exclusive membership options

Which of the following is not a type of F & B outlet?

- a) Food Court b) Drive Through c) Hotel Lobby d) Food Truck

What does BOT stand for in billing methods?

- a) Beverage Order Ticket b) Bar of Taxes c) Bill of Table d) Best of Times

VII Why is control important in F & B service?

- a) To increase menu variety b) To minimize customer satisfaction
c) To ensure cost-efficiency and quality d) To maximize staff turnover

VIII Which type of service involves food being prepared and finished in front of the guest?

- a) Buffet Service b) Gueridon Service c) Takeaway Service d) Cafeteria Service

IX All catering establishments fall under the category of commercial establishments. (True/ False)**X Chinaware is not used for serving food and beverages. (True/ False)****XI American table service is a type of table service. (True/ False)****XII Gueridon service is a form of specialized service. (True/ False)****XIII F & B personnel do not need to possess any specific attributes or competencies. (True/ False)****XIV Takeaway service is a type of single-point service (True/ False)****XV Disposables are a cost-effective option for serving food and beverages. (True/ False)****2. Answer in long (any three)**

[10×3=30]

I Draw the organizational structure of F&B Service and write down the duties and responsibilities of F&B Manager.

II Classify different types of F&B Outlets. Explain in Detail.

III Define service and explain different type of service.

IV What all points must be considered while purchasing equipment for F&B.

3. Answer in short (any five)

[5×5=25]

I What is the evolution of the Food & Beverage industry?

II Can you differentiate between commercial and non-commercial catering establishments?

III Create a basic flowchart for a KOT.

IV Why is interdepartmental relationship important in the F&B industry?

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BHMCT

**1ST YEAR 1ST SEMESTER
FOOD PRODUCTION FOUNDATION - I**

[Time : 03:00 Hours]

[Max. Marks : 70]

NOTE: ATTEMPT ALL THE QUESTIONS AS PER GIVEN INSTRUCTIONS.**1. State True or False**

[01×10=10]

- i. Steam is a dry heat cooking method.
- ii. Poaching is done with water at a boiling temperature.
- iii. First aid is important in handling kitchen accidents.
- iv. Sous chef is responsible for purchasing ingredients.
- v. Blanching is a type of moist cooking method.
- vi. Cheese is a type of dairy product.
- vii. Conduction occurs through direct contact.
- viii. Coal is not a fuel used in the kitchen.
- ix. Solar energy can be used for cooking.
- x. Sugar is often used as a sweetener in dishes.

2. Fill in the Blanks:

[01×05=05]

- i. _____ is a method of moist cooking.
- ii. _____ fuel is used for cooking in the kitchen.
- iii. _____ helps to keep the kitchen staff safe.
- iv. _____ is a key quality in a culinary professional.
- v. Boiling involves cooking with _____.

3. Answer in long (Attempt any three)

[10×3=30]

- i. Discuss the attributes required for a culinary professional in the kitchen.
- ii. Describe the different types of fuels and their benefits in cooking.
- iii. Explain the process of sugar cooking and its stages.
- iv. What are the duties and responsibilities of the Executive Chef? Explain it.

4. Answer in short (Attempt any five)

[5×5=25]

- i. What is the importance of kitchen equipment maintenance?
- ii. Describe the "Grilling".
- iii. List two examples each of moist and dry cooking methods.
- iv. What safety measures should be taken to avoid kitchen accidents?
- v. Explain the difference between Continental and Pan Asian cuisines.
- vi. What is Conduction in Kitchen? Explain it.
- vii. What is the purpose of a chef's uniform in a professional kitchen?

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(A) (SVSU): 2024-2025/R

[illegible]

ВНМСТ

1ST YEAR 1ST SEMESTER EXAMINATION

FOOD & BEVERAGE SERVICE FOUNDATION-I

[Time : 03:00 Hours]

[Max. Marks : 70]

Note : 1. Attempt all the questions as per given instructions.

1. Multiple Choice Questions (MCQs) [01×15=15]

- I** Which of the following is not a type of catering establishment?
a) Fine Dining Restaurant b) Commercial Restaurant
c) Non-commercial Restaurant d) Grocery Store
- II** What is the main characteristic that distinguishes commercial from non-commercial catering establishments?
a) Pricing b) Location c) Menu Variety d) Ownership
- III** Fast food outlets are an example of:
a) Fine Dining Restaurants
b) Non-commercial catering establishments
c) Theme Restaurants d) Commercial catering establishments
- IV** Which of the following is NOT a type of F & B equipment?
a) Furniture b) Cutlery c) Beverages d) Linen
- V** What is the purpose of an organization structure in the F & B service of a large hotel?
a) To increase menu prices b) To reduce staff turnover
c) To ensure smooth operations
d) To minimize customer interaction
- VI** What type of service is characterized by customers serving themselves from a variety of dishes laid out on a table?
a) Room Service b) Self Service
c) Table Service d) Vending Service
- VII** What does KOT stand for in billing methods?
a) Kitchen Order Ticket b) Keep Our Tips
c) Key Operational Tool d) Kitchen Order Table

VIII Which of the following is a Non-commercial catering establishment?

- a) Fine Dining Restaurant b) Hospital Cafeteria
- c) Fast Food Restaurant d) Coffee House

IX Takeaway and food courts are examples of single-point service. (True/ False)

X Fast food restaurants typically offer a wide range of fine dining options. (True/ False)

XI KOT and BOT are two different billing methods used in the F & B industry. (True/ False)

XII A snack bar is considered a type of F & B outlet. (True/ False)

XIII The use of disposables is more environmentally friendly than using traditional dinnerware. (True/ False)

XIV Room service is a specialized service. (True/ False)

XV Self-service in the F & B industry includes silver service. (True/ False)

2. Answer in long (any three)

[10×3=30]

I Explain the importance of control through flow chart of K.O.T.

II Assess the interdepartmental relationship with the F&B Service department.

III Discuss the role of steward in restaurant.

[5×5=25]

IV List down the attributes of an F&B personnel.

3. Answer in short (any five)

I Define service and explain its characteristics.

II Draw the organizational structure of F&B Service department.

III What is the evolution of the Food & Beverage industry?

IV Why is interdepartmental relationship important in the F&B industry?

V Classify different types of service.

VI Name any 10 equipment used in restaurant with their uses.

VII Explain various types of catering.

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BHMCT

1ST YEAR 1ST SEMESTER EXAMINATION

FRONT OFFICE OPERATIONS FOUNDATION -1

[Time:03:00 Hours]

[Max.Marks:70]

1. Multiple Choice Questions (MCQs) [01×15=15]

I What is a concierge's role in a hotel?

- A) Managing hotel staff schedules B) Preparing guest folios
- C) Assisting guests with reservations and local information
- D) Cleaning guest rooms

II Which room rate plan includes three meals a day?

- A) European Plan B) Continental Plan
- C) American Plan D) Modified American Plan

III A _____ is considered a very luxurious hotel.

- A) 5-star hotel B) Highway hotel C) Motel D) None of these

IV Suite hotels usually feature:

- A.) Several types of food and beverage services
- B.) More public areas and guest services than other hotels
- C.) Guestrooms with separate bedrooms and living rooms
- D.) Leisure sports activities

V _____ Room has one single bed for single occupancy

VI _____ room is situated near to swimming pool or sea beach

- A) Suite Room B) Cabana Room C) Duplex D) Parlour

VII SB Stands for _____

- A) Scanty Baggage B) Scan Bag C) Security Bag D) None of the Above

VIII What is the standard check-in time for a hotel according to standard hotel rules?

- A) 10:00 AM B) 12:00 PM C) 2:00 PM D) 4:00 PM

IX DND stands for _____

X Concierge is a part of _____

XI What is the main responsibility of the front desk in a hotel?

A) Organizing events B) Handling guest check-in and check-out

C) Cooking meals for guests D) Managing hotel finances

XII Bell captain comes under _____ department.

XIII GRE stands for _____

XIV Small hotels contain _____ Rooms

XV Front office assists the guest for check-in & check-out.

A) True

B) False

2. Answer in long (any three)

I Explain duties and responsibilities of front office manager in a 5star hotel?

II Draw the organizational structure of front office department in a large hotel.

III Explain different type of hotels & classification.

IV Explain fire safety process in a hotel

3. Answer in short (any five)

I Define hospitality & explain them?

II What is the role of HRACC in hospitality industry?

III Explore the different types of keys used in a hotel.

IV Describe concierge & their duties.

V Difference between bell desk & concierge.

VI Explain different types of meal plans.

VII I What is the significance role of front office with other department?

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BHMCT

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