

HIMACHAL PRADESH
BOARD OF DEPARTMENTAL EXAMINATION
SESSION- APRIL, 2015

Paper No-II (Two)
(Hotel Management)
(For Senior Manager of HPTDC)

Marks: 100

Time Allowed 3 hours
(with reference Books)

Note:

1. All questions carry equal marks.
2. Question # 1 is compulsory.
3. Attempt any other four questions.

Q.1. CASE WORK- Handling Contract Providers

Please read the case carefully before attempting to answer the questions at the end of the case.

Hotel Blue Stream is a properly run by the Tourism Board of Uttaranchal. Mr. Richard Sharma, general manager of Hotel Blue Stream, had hired on contract a firm called White Swan, a reputed laundry service provider, to meet their guests' and staff laundry needs. White Swan has deputed its staff in the hotel's laundry room. The company has now been working with the hotel for almost 5 years. The contracted labourers from White Swan have been around for a long time and hence they are treated almost like regular staff. Their contract is reviewed annually.

Of late, there have been a few lapses on the part of White Swan:

- (a) Recently, one of the guests complained that his shirt, which was given for cleaning, had come back torn.
- (b) Contract staff from the laundry have been eating in the staff cafeteria without any intimation to the concerned authorities.
- (c) The regularity of the contract staff has become a cause for concern and there have been delays in the delivery of laundered linen.

(2)

(d) Some guests have complained that the chemicals used in the laundry were so strong that some of their clothes have lost their colour.

(e) The laundry has misplaced a guest's expensive Pierre Cardin suit.

Questions :-

1. Which clauses should be included in the future contract specifications to avoid the situations mentioned above?

2. How should Richard Sharma handle each of the above situations, assuming that the guests concerned are VIPs?

(10 marks each- total 20 marks)

Q 2. Describe the following :- (2 marks each- total-20 marks)

- a) Area inventory list
- b) Bedding
- c) Buff
- d) Faucets
- e) GRA
- f) Lint-free
- g) Non-recycled inventory items
- h) Par
- i) Sommelier
- j) Maitre de hotel

Q. 3. Describe any 10 of the following processes:- (2 marks each- total-20 marks)

- a) Santorizing
- b) Seersucker
- c) Spinnerette
- d) Trubenizing
- e) Caramelization
- f) Chateau
- g) Chiffonade
- h) Julienne
- i) Choux paste
- j) Meringues

(2)

(3)

- k) Quiches
- l) Ragout

Q. 4. Explain any 10 of the following terms:- (2 marks each- total = 20 marks)

- a) Brassica
- b) Colocasia
- c) Globe artichoke
- d) Rhubarb:
- e) Shitake:
- f) Tourne:
- g) Fricassee:
- h) Rotisserie:
- i) Shawarma:
- j) Sur la plat:
- k) Tempura:
- l) Trivet

Q.5. Write short notes to describe the purpose of any 5 of the following: (4 marks each- total-20 marks)

- a) Fast Food
- b) Licensed Food Trade
- c) Take away
- d) Banqueting
- e) Outdoor Catering
- f) Welfare Catering
- g) Guerdon Services
- h) Commissary

Q.6 (i) Define Housekeeping. How does housekeeping contribute to earning Project in a hotel? List the duties and responsibilities of a Deputy Housekeeper and a GRA. (10 marks)

(ii) Match the following billing methods in Table A with correct description given in Table. B. (10 marks)

(10+10=20 marks)

(3)

Table (A)		Table (B)	
a	Bill as check	a	Customer not paying- credit transaction.
b	Separate bill	B	Customer purchases ticket or card in advance, either specific meal or specific value.
c	Bill with order	c	Customer has credit issued by third party for either specific meal or specific value, e.g. lunch on voucher or tourist agency voucher.
d	Pre paid	d	Bill made up from duplicate check and presented to customer.
e.	Voucher	e	Service to order and billing at same time, e.g. bar or take-away methods.
f.	No charge	f.	Refers to, for example, function-type catering where bill paid by organizer.
g.	Deferred	g.	Second party of order used as bill.

Q. 7. (a) What are Ecotels & how do they get certified? What is their relevance in a state like HP? **(10 Marks)**

(b) List out some IT Savvy techniques that can be used in hotel operations along with their advantages. **(10 Marks)**

Q.8 State True or False: **(one mark each- total-20 marks)** (10+10=20 Marks)

- a) Sarai is an example of alternative accommodation.
- b) Concierge is part of Uniformed service.
- c) Pre-registration can be done for walk-in guest.
- d) American Plan includes room with one major meal.
- e) Roast should be started at low temperature.
- f) Chail Palace (HPTDC) is not a Heritage property.
- g) Naggar Castle (Hotel) of HPTDC was declared a heritage property in 2012.
- h) Momos are only vegetarian.
- i) Sambhar Masala does not have cardamom as ingredient.
- j) Recycled stationary can be used for guest in Hotels.
- k) Volume of a tablespoon is 5 ml.
- l) Volume of a gallon in liters is 3.8 liters.
- m) Mass (weight) of an ounce is 28 gm.
- n) Caramelization is a form of custard.
- o) Marinade is a Restaurant on the Sea Beach.

(5)

- p) A bin card is the number given to waste bins.
- q) Truffles are a kind of edible fringes.
- r) Gherkins are small pickled cucumbers.
- s) Food & material costs are fixed costs.
- t) Labour and overhead costs are variable costs.

Q.9. A) Select any 5 to differentiate between :- (one mark each- total 10 marks)

- a. Braising & stewing.
- b. Larding & Barding
- c. Cooking & Baking
- d. Broiling & Barbecuing
- e. Crepes and pancakes
- f. Stock, broth, bouillon & consommé
- g. Dredging & breading
- h. Bar & Pub
- i. French & fluffy omelettes
- j. Homogenized & pasteurized milk.

B). Match the following :- (one mark each-total 10 marks)

- | | |
|-------------------------|--------------|
| 1. Organic wines | a. Brut |
| 2. Vodka | b. Cognac |
| 3. Jack Daniels | c. Italy |
| 4. Very Dry | d. Greece |
| 5. Grappa | e. Herbs |
| 6. Ouzo | f. Congeners |
| 7. Benedictine | g. Green |
| 8. Alembic | h. Whisky |
| 9. Grand fine Champagne | i. Som mash |
| 10. J&K | j. Coffey |

(10+10=20 marks)

Q.10. a) What is ergonomics? How is it relevant in the hotel industry? State the Ergonomics principles. (10 marks)

(5)

(6)

b) Discuss Prangi colour system with the help of a colour wheel. (5 marks)

c) Write a short note on curtain hardware. (5 marks)

Total = 20 marks

(10 + 5 + 5 = 20 marks)

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