

BOARD OF DEPARTMENTAL EXAMINATION
 Session Oct, 2013
 Paper No. II

PAPER-2

Marks : 100

(Hotel Management)

(For Sr. Manager, HPTDC) Time Allowed 3 ½ hours
 (With Reference Books)

All questions carry equal marks.
 Attempt any five questions.

Question No.1	a) Define the term 'Hotel'. b) Define the concept of 'Hospitality'. c) Define Tourism . Why do people travel in general? d) Write (5) five salient features of HPTDC in promoting tourism in H.P.	3 3 4 10
Question No.2	Define House keeping . Why desk control is called nerve centre of housing keeping Department. Give Example. Or Scheduling of weekly cleaning task is important to an overall cleanliness of a hotel. Identify seven such cleaning task to be carried out in a hotel guest room & explain each one.	10+10 10+10
Question No.3	a) What are the kinds of F&B service area found in a hotel? b) Classify Food & Beverage Department. c) Write atleast 10 (ten) functions of F&B Manager.	5 5 10
Question No. 4	(i) Explain briefly in one or two sentences the following: any (5) five:- a) Banquet b) Grill room c) Maitred Hotel d) Dummy Waiter e) Trancheu f) Chef d'otage g) Ala Carte. ii) How will you maintain following surfaces in Hotel? a) Marbel flooring b) Wood c) Glass	2 marks each. 10

<p>Question No.5</p>	<p>Fill in the blanks (Any ten of following):-</p> <p>a) _____ is a local cuisine of District Mandi in H.P.</p> <p>b) _____ is a local meat preparation of District Chamba In H.P.</p> <p>c) _____ is a local dish served with lots of ghee in upper areas (Mahasu) in H.P.</p> <p>d) The person who clears the table is called _____.</p> <p>e) Linen used in cover strained table cloth is called _____.</p> <p>f) Juices are served in _____ glasses.</p> <p>g) Coffee beans come from the plant called _____.</p> <p>h) Rajma are called _____ beans in English.</p> <p>i) Kulcha (कुल्चा) has main ingredient as _____ & _____.</p> <p>j) Dahibhalla (दाहिभल्ला) is made from _____ pulse.</p> <p>k) Malpua (मालपुजा) is a dessert made by _____ frying a fatter made from _____ & _____.</p> <p>l) Main ingredient of Rava Dosa (रवा दोसा) are _____ & _____.</p> <p>m) _____ is procedure of cooking an item completely covered. The heat to the dish is supplied from fellow as well as from top by placing shouldering charcoal over its lid.</p> <p>n) _____ are better fried crisp preparations of meats or vegetables.</p> <p>o) Shallow fried bread, smeared with thick reduced milk is called _____.</p>	<p>20</p>
<p>Question No.6.</p>	<p>State True or False:</p> <p>a) Sarai is an example of alternative accommodation.</p> <p>b) Concierge is part of Uniformed service.</p> <p>c) Pre-registration can be done for walk-in guest.</p> <p>d) American Plan includes room with one major meal.</p> <p>e) Roast should be started at low temperature.</p> <p>f) Chail Palace (HPTDC) is not a Heritage property.</p> <p>g) Naggar Castle (Hotel) of HPTDC was declared Heritage property in 2012.</p> <p>h) Momos are only vegetarian.</p> <p>i) Sambhar Masala does not have cardamom as ingredient.</p> <p>j) Recycled stationary can be used for guest in Hotels.</p>	<p>(20) 2 marks each</p>

Question No.7	Define cleaning in a hotel. Why it is carried out? What are different standards of cleaning? Explain briefly each type.	10+10 20
Question No.8	Write short note on any five:- a) KOT b) PAX c) Rizala d) Biryani e) Tandoor Cooking f) Spices g) Baste	4 marks each.
Question No.9	Prepare a check-list for outdoor catering of a 250 PAX Cocktail dinner. OR What are different kind of banquets? Explain each type with example & layout.	20
Question No.10	Differentiate between the following with examples carry form:- a) Room occupancy & Bed occupancy. b) Fixed expenses & Variable expenses. c) Rack rate & Special rate. d) Stock & Inventory e) Scotch & Irish Whisky OR Match the following:- a) Organic wines b) Vodka c) Jack Daniels d) Very Dry e) Grappa f) Ouzo g) Benedictine h) Alembic i) Grand-fine Champagne j) J&K	4 marks each. 2 Marks each.
	Brut Cognac Italy Greece Herbs Congeners Green Whisky Som mash Coffey	