

BOARD OF DEPARTMENTAL EXAMINATION
SESSION- APRIL 2016

Paper No-II
(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.I. Please read the case carefully before attempting to answer the questions at the end of the case. **(total marks 20)**

1. Hotel Plaza is located in the heart of the city. The fact sheet of the hotel is as follows:-

- The hotel has 350 rooms (125 single, 200 double and 25 suites)
- The hotel has five speciality restaurants, seven banquet halls, and one convention centre with the capacity to accommodate 1,500 person in theatre style.
- The hotel has its own travel agency with a fleet of 15 luxury cars and 10 luxury couches.
- There is no seasonal variation in hotel occupancy but it suffers a lean occupancy during weekends.

The hotel tariff card has the following details:-

- Room rent on EP
- Tariff structure as under:-

S.No.	Room Type	Rate
1.	Single	Rs. 4,500.00
2.	Double	Rs.6,000.00
3.	Suite	Rs.14,500.00
Extra bed @ Rs. 1,000.00		

As a front office manager, plan the following rates for your hotel and assign reasons for the same. The assumptions that you make while deciding rates may also be clearly listed.

- a) Corporate rate
- b) Volume guarantee rate
- c) Government rate
- d) Week day/Weekend rate
- e) Group rate
- f) Package rate

Q.II. What are the components of the Catering Cycle in Food and Beverages Operations? Describe each operation briefly in the sequence. **(10+10 marks)**

Q. III. Scheduling the weekly cleaning tasks is important for the overall cleanliness of a hotel. Identify and explain in detail each of the seven such cleaning tasks required to be carried out in a hotel guest room. **(10+10 marks).**

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

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

Q.V. Write short notes to describe the **purpose** of any 5 of the following **with an example: (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) Gueridon Services
- h) Commissary

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

- | | |
|---------------------|----------------|
| a) Sanforizing | h) Julienne |
| b) Seersucker | i) Choux paste |
| c) Spinnerette | j) Meringues |
| d) Trubenizing | k) Tarator |
| e) Caramelization | l) Marzipan |
| f) <i>Au gratin</i> | m) Nougatine |
| g) Chiffonade | n) Praline |

Q VII. (A). 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 |

B. Describe any 5 of the following:- (2 marks each –total 10 marks)

- a) Carafe
- b) chateau
- c) cremant
- d) noble rot
- e) Chablis
- f) *Vin de table*
- g) Chaptalisation
- h) Appellation system in Burgundy
- i) *Terroir*
- j) *Sauternes*

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

- | | |
|-------------------------------------|-------------------------|
| a) Five elements of email etiquette | i) TQM and its benefits |
| b) chain of command | j) Kaizen |
| c) grapevine | k) Seiso |
| d) semantics | l) Guest paging |
| e) decoding | m) Card key |
| f) CRS and its types | n) Left luggage room |
| g) GDS and its types | o) Guest folio |
| h) 5-s of Japanese 5-s practice | p) High Balance Report |
| | q) Occupancy percentage |
| | r) PMS and its elements |

Q. IX. a) Please see the layout diagram attached as **Annexure one** and identify the type of layout shown therein and also label the main functional areas. **(10 marks)**

b) What do you understand by kitchen layout? Differentiate between workflow and work station describing their roles and the manpower deployed there. **(10 marks)**

Q. X. a) Describe briefly 5 basic faults in breadmaking along with reasons. **(10 marks)**.

b). Attempt any **10** of the following to **explain the following** with their **country of origin:- (one mark each- total 10 marks)**

- I. *Khoubiz*
- II. *Lavash*
- III. *Pita*
- IV. *Kastenbrots*
- V. *Kugelhopf*
- VI. *Landbrot*
- VII. *Pretzel*
- VIII. *Pumpernickel*
- IX. *Biova*
- X. *Hot cross buns*
- XI. *Bulgur*
- XII. *Farina*
- XIII. *Semolina*

ANNEXURE 'ONE'

