

BOARD OF DEPARTMENTAL EXAMINATION
SESSION- NOV, 2019

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.1. (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)**

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

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

Q. 3. 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.
- (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.4. State True or False: (one mark each- total 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.
- p) A bin card is the number given to waste bins.
- q) Truffles are a kind of edible fringes.
- r) Gherkins are small picked cucumbers.
- s) Food & material costs are fixed costs.
- t) Labour and overhead costs are variable costs.

Q.5. Select any 5 sets to differentiate between :- (2 marks each- total 20 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.

Q.6. 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.7. What are the components of the Catering Cycle in Food and Beverages Operations? Describe each operation briefly in the sequence. **(10+10 marks)**

Q. 8. Explain any **10** of the following terms:- **(2 marks each- total 20 marks)**

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

Q. 9. 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. 10. Describe any 5 of the following:- (4 marks each –total 20 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*

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