

HIMACHAL PRADESH
BOARD OF DEPARTMENTAL EXAMINATION

SESSION-Sept. 2020
PAPER NO-II
(HOTEL MANAGEMENT)

Marks: 100

Time Allowed 3 Hours
(With reference Books)

Note: Question no-1 is compulsory.
All other questions carry equal marks
Attempt any 8 more questions

- Q.No-1
- i) Why Housekeeping is called the backbone of the hotel operation? Define, what are the key Departments which plays important role in smooth functioning of Housekeeping in an 80-100 rooms Hotel explain briefly?(10)
- ii) What is the food & Beverages operation cycle? Write shot note on each operation briefly in sequence? (10)
- Q.no-2 Define any five of the following (5X02)
- a) Gangway
 - b) *Carafe*
 - c) *Demi-tasse*
 - d) Toastmaster
 - e) ARR
 - f) *Roux*
 - g) KOT/BOT
 - h) *Garde Manger*
- Q.no.3. Match the following (10)
- | | |
|--------------------------|---|
| a) <i>Beurre manie</i> | <i>Equal pat of espagnole & Brown Stock</i> |
| b) Demi-glace | <i>poaching Liquor for fish</i> |
| c) <i>Court-bouillon</i> | <i>bunch of herbs</i> |
| d) <i>Mire-poix</i> | <i>sauté chopped vegetable & herbs</i> |
| e) <i>Bouquet-garni</i> | <i>Equal portion of butter & Maida</i> |
| f) <i>Soufflé</i> | <i>Dry Cooking method</i> |
| g) <i>Veloute</i> | <i>Just below Boiling</i> |
| h) Gluten | <i>A French Dessert</i> |
| i) Broiling | <i>Wheat Protein</i> |
| J) Simmering | <i>Kind of soup/sauce</i> |

Q.no4. Differentiate between any five of the following (5x02)

- A). *misc-en-Place & misc-en-scene*
- b). Millennial guest & GenX
- c) Malba toast & Lavash
- d) Lobster & Shrimp
- e) *Vol-au-vent* & Tart
- f) Minestrone & Mulligatawny
- g) French Service & American service
- h) Fixed Cost & variable cost

Q.no.5 Answer any two of the following (2x5)

- i) What is food safety? What are the five main reasons for food Spoilage?
- ii) What are the Impacts of covid-19 on hospitality industry? Prepare a plan for reopening of your Hotel?
- iii) SOP'S to follow in Front office Department for check in of guest coming from Delhi?
- iv). How will you retrieve the Guest's confidence post covid-19? What will be the new Normal in your F&B service and Production Department relating to service of safe food to the Guests?

Q.no-6 Answer any five of the following questions? (5x2)

- i) Name of twelve courses of French classical menu?
- ii) Name the types of rooms normally available in a Hotel/ Resort?
- iii) Explain Static Menu/ a la carte Menu?
- iv). what is operational budget in housekeeping?
- V) What are Lost and Found Procedures?
- vi) Explain the purpose of Foyer?
- vii) How will you calculate room occupancy percentage in a Hotel?
- Viii) Formula to calculate food cost?

Q.no-7 Write short note on five of the following? (5x2)

- i) Break Even Point
- ii) Linen room
- iii) Pneumatic system
- IV) High Balance Report
- V) What is Guest Paging?
- VI) What is Marinade?
- VII) What is Rack rate and special rate?
- VIII) Write the name of three spices with their health benefits/Medicinal Value?

Q. no-8

State True or False (10)

- i). Resort is eco- friendly Hotels in middle of the city. (True/False)
- ii). Concierge is a part of front office. (True/False)
- iii). Kaman Dhokla is Bangoli Dish. . (True/False)
- iv). Shitake is edible fungus. . (True/False)
- v). Consommé is a Thick soup. (True/False)
- vi). Tempura is a Thai cooking Method. (True/False)
- vii). Hollandaise is a Name of proprietary kitchen sauce. (True/False)
- viii). Trivet is a liner used for the service of hot sizzlers dishes. (True/False)
- ix). Coddle is a French cooking Method. (True/False)
- x). Dummy waiter is responsible for Wine service. . (True/False)

Q.no-9

Describe the Meaning of any five of the following (5x2)

- i) Poelig
- ii) Broth & bullion
- iii) Whitney Rack
- iv) Scanty Baggage.
- v) Danger zone in food safety.
- vi) Drive thru / take away- curbside.
- vii) Cabana
- viii) Bistro

Q.no-10

Explain any five of the questions below: (5x2)

- i) How will you remove the blood protein stain of from fabric?
- ii) How will you remove the Tea/coffee stain of from linen?
- iii) Who is Trancheur?
- iv) What is Angostura Bitter?
- v) What is Chateau?
- vi) What is fortified wine?
- vii) What is Grappa?
- viii) What is Ouzo?

Q.no-11

Describe five of the following terms (5x2)

- a) SWOT
- b) FIFO and LIFO
- c) CRS & GDS
- d) GSA
- e) TAC.
- d) GOP
- e) TQM
- f) CRM