

HIMACHAL PRADESH
BOARD OF DEPARTMENTAL EXAMINATION
SESSION- May 2021
PAPER NO.II
(HOTEL MANAGEMENT)

Marks: 100

Time Allowed 3Hours

Note: All questions carry equal marks
Attempt any 10 questions

- Q.No. 1.** Define Ecotels and describe the various components for its Certification. (10)
- Q.No. 2.** Discuss the role of Executive House Keeper with duties and responsibilities. (10)
- Q.No. 3.** Define any five of the following. (5X02)
- i) Job Specification.
 - ii) Job Description.
 - iii) Laissez faire.
 - iv) Orientation.
 - v) Time- and -motion studies.
 - vi) Vanity unit.
 - vii) Breakfast knob cards.
- Q.No. 4.** Differentiate between any five of the following. (5X02)
- i) Bar and Pub.
 - ii) Cyclic Menu and Pillow Menu.
 - iii) Colorado Cigar and Claro Cigar.
 - iv) Briefing and Debriefing.
 - v) Quad room and Twin room.
 - vi) Premeditator and Scanty baggage.
- Q.No. 5.** Attempt any two of the following. (2X05)
- i) What is spring cleaning? Detail the spring cleaning tasks.
 - ii) What is Night Audit? Discuss the duties and responsibilities of a Night Auditor.
 - iii) Define Down Town Hotel and Bread & Breakfast Hotel.

- Q.No. 6.** Write short note on any five of the following. (5X02)
- i) Span of Control.
 - ii) Feedback.
 - iii) Chain of Command.
 - iv) Left Luggage Handling.
 - v) Handling Guest Complaints.
 - vi) Describe the formula to work out the occupancy percentage.

- Q.No. 7.** Answer any five of the following questions. (5X02)
- i) What is Viticulture?
 - ii) What is Garde Manger?
 - iii) Describe Still Room.
 - iv) Mention the functions of Chef de parties.
 - v) What is Roux?
 - vi) Describe Veloute`.

- Q.No. 8.** State True or False. (10X01)
- i) Bisque is a puree of shellfish thickened with the cream of rice or the crust of bread fried in butter. (True/False)
 - ii) Brut means whiten. (True/False)
 - iii) Chowder is a chunky, heavy thick soup. (True/False)
 - iv) Frappe is a fortified wines. (True/False)
 - v) Finings is a substance used to clarify cloudy liquid. (True/False)
 - vi) Jus de Roti is a Thin strips. (True/False)
 - vii) Maltose is converted starch into sugar. (True/False)
 - viii) Puree is a food boiled to a pulp and put through a sieve or blender. (True/False)
 - ix) Sommelier is a Wine Butler.(True/False)
 - x) Whitney Rack is an equipment that lists the resident guest's name and room number. (True/False)

- Q.No. 9.** Describe the Meaning of any five of the following. (5X02)
- i) Grey water.
 - ii) High-albedo paint.
 - iii) Bonsai.
 - iv) Mister.
 - v) Ergonomics.
 - vi) Restoration.
 - vii) Lead time.
- Q.No.10.** Explain any five of the following. (5X02)
- i) Demi-Sel.
 - ii) Aromatized wines.
 - iii) Pot Still Method.
 - iv) Blending.
 - v) Gorgonzola.
 - vi) Carbonation.
- Q.No.11.** Write short notes on any two of the following. (2X05)
- i) Importance of form-C.
 - ii) Role of Guest Relation Executive in a hotel of repute.
 - iii) Inventory Management.
 - iv) Selective over booking.