



SHRI VISHWAKARMA SKILL UNIVERSITY

(A State Skill University, setup by an Act of Legislature in 2016)

RECRUITMENT EXAMINATION

Advertisement No. HVSU/18/ENT /007 dt. 07/11/2018

SKILL INSTRUCTOR (HOSPITALITY AND TOURISM)



Max. Marks : 90 Marks
Time : 90 Minutes

1. 'Paradores' in Spain are examples of what type of accommodation?
 - A. Conversion of heritage properties into hotels
 - B. Camping
 - C. Budget Chain hotels
 - D. Self-catering

2. A. Parasuraman, L. Berry, & V. Zeithaml's model to measure service quality is known as what?
 - A. SEQUAL
 - B. SERQUAL
 - C. SERVQUAN
 - D. SERVQUAL

3. The 'gite' concept in France is an example of what type of accommodation?
 - A. Guesthouse
 - B. Self-Catering
 - C. Hotel
 - D. Camping

4. In Lashley and Morrison's (2000) definition of three domains of hospitality, what encompasses the social domain?
 - A. Relating to services provided for profit, clearly linked to the economics of the marketplace
 - B. Providing hospitality for strangers in an act of generosity and the social space in which this occurs.
 - C. Providing hospitality for relatives in an act of generosity and the social space in which this occurs.
 - D. The host/guest relationship and fulfilling physiological and psychological needs

5. Vacation ownership offers:
 - I. Consumers opportunity to purchase fully furnished vacation accommodations
 - II. Owners to share both price & payment of a yearly maintenance fee
 - III. Point based programs which provide flexible use of accommodations in multiple resort locations
 - IV. Club members to purchase points that represent either a travel and use membership or a deeded real estate product.

Options are:

- A. I, III & IV
- B. I & IV
- C. I, II & III
- D. I, II, III & IV

6. Room divisions consists of:
- A. Front office, reservations, housekeeping & concierge
 - B. Front office, reservations, housekeeping, concierge & guest services
 - C. Front office, reservations, housekeeping, concierge, guest services & security
 - D. Front office, reservations, housekeeping, concierge, guest services, security & communications
7. Bermuda room plan offers
- A. English breakfast
 - B. Cooked breakfast
 - C. Breakfast & dinner
 - D. Only dinner
8. Room occupancy percentage is:
- A. Rooms occupied divided by rooms available
 - B. Rooms occupied subtracted by rooms dropped divided by rooms available
 - C. Rooms occupied subtracted by rooms dropped divided by total rooms unavailable
 - D. None of the above
9. Eggs should be cooked until the whites and yolks are firm or, for dishes containing eggs, until an internal temperature of 160 degrees Fahrenheit is reached because _____ is destroyed by the heat of cooking.
- A. Salmonella
 - B. Nora-virus
 - C. Hepatitis A
 - D. Hepatitis B
10. In which century hotels were, as we know them today, developed?
- A. Sixteenth Century
 - B. Seventeenth Century
 - C. Eighteenth Century
 - D. Nineteenth Century
11. PMS Stands for
- A. Proprietary Management System
 - B. Property Management System
 - C. Project Management system
 - D. Protocol Managerial System
12. The key role of executive housekeeper is:
- I. Leadership of people, equipment & supplies
 - II. Cleanliness and servicing the guest rooms
 - III. Operating the department according to financial guidelines given by general manager

IV. Keeping records

Options are:

- A. I, III & IV
- B. I & IV
- C. I, II & III
- D. I, II, III & IV

13. IBE for a hotel stands for

- A. Internet booking engine
- B. Identity-Based Encryption
- C. Integrated Business and Engineering
- D. None of the above

14. Arrange the following in order of hierarchy:

- I. Executive chef
- II. Chef tournant
- III. Sous chef
- IV. Station chef

Options are:

- A. I, III, IV & II
- B. I, III, II & IV
- C. I, II, III & IV
- D. I, IV, III & II

15. The full undiscounted published rate is known as:

- A. REPVAR
- B. MARK UP
- C. RACK RATE
- D. HOUSE USE RATE

16. A specialty restaurant:

- A. Serves only trendy, eclectic foods.
- B. Serves One Kind Of Food (For Example, Red Lobster).
- C. Serves A Special Target Market (For Example, Tourists).
- D. Serves food from a special culture (for example, Indian).

17. A "200-km menu" is a menu that:

- A. Has been rated for a drive-through restaurant.
- B. Offers Food That Has Grown Within 200 Km of the Restaurant.

- C. Offers Food That Has Been Spiced Up To Relate To a Fast Pace.
- D. Has been rated as over the edge on quality.

18. Restaurants may be owned or managed in three ways:

- A. Private, Franchise, Or Non-Commercial
- B. Private, Public, Or Non-Profit
- C. Family, Franchise, Or Single Owned
- D. Independent, multi-unit corporate, or franchise agreement

19. A "haute cuisine" restaurant is:

- A. A fast-food style restaurant.
- B. A very elegant and expensive style of fine dining.
- C. A French bistro.
- D. A restaurant where food is cooked at different stations and you help yourself.

20. Which type of restaurant has grown as a result of tremendous immigration to Canada over the past forty years?

- A. Destination restaurants
- B. Ethnic restaurants
- C. Theme restaurants
- D. Family-style restaurants

21. A business manager who is calculating the costs of products is performing the marketing function of

- A. product/service management
- B. Pricing
- C. Financing
- D. Accounting

22. Which of the following is the primary grape of Rioja wine?

- A. Pinot Noir
- B. Tempranillo
- C. Macabeo
- D. Garnacha

23. Who is the founder of Oyo Rooms ?

- A. Lalit Suri
- B. Binny Bansal
- C. Ritesh aggarwal
- D. Rakesh Sharma

24. When is International's Chef day celebrated?
- A. 20th April
 - B. 20th October
 - C. 20th May
 - D. 20th November
25. What is the name of the book written by the famous Indian chef Vikas Khanna ; also presented by him to Barak Obama?
- A. Return to the rivers
 - B. Flavors First
 - C. Bliss of Spices
 - D. Utsav
26. What is the punch line of India Tourism
- A. Incredible India
 - B. PadharoMhareDesh
 - C. Amazing India
 - D. For all season and for all reason
27. The Great HimalayanNational Park is located in which state
- A. Uttrakhand
 - B. Sikkim
 - C. Jammu & Kashmir
 - D. Himachal Pradesh
28. Ideal destination for Bungee jumping in India is
- A. Goa
 - B. Kerala
 - C. Rishikesh
 - D. Andaman& Lakshadweep
29. Which city is known as "Pink city"
- A. Jaipur
 - B. Jodhpur
 - C. Varanasi
 - D. Mahabalipuram
30. Renuka Lake is situated in which state
- A. Himachal Pradesh
 - B. Punjab
 - C. Haryana
 - D. Jammu & Kashmir
31. "Wazwan " a typical multi course meal belongs to which state
- A. Tamil Nadu
 - B. Meghalaya
 - C. Jammu and Kashmir
 - D. Kerala

32. World's highest cricket ground is at
- A. Gulmarg
 - B. Chail
 - C. Kufri
 - D. Pahalgam
33. Mohiniyattam is a dance form of which of the following state
- A. Tamilnadu
 - B. Andhara Pradesh
 - C. UttarPradesh
 - D. Kerala
34. In hospitality industry, what is Mojito Name of
- A. Chef
 - B. Cocktail
 - C. Main course item
 - D. Type of linen
35. Hotel Oberoi Sukhavilas is located at which place
- A. Haridwar
 - B. Shimla
 - C. New Chandigarh
 - D. Mumbai
36. Which monument of Chandigarh was declared at World Heritage Site in 2016
- A. The Capitol Complex
 - B. Rock Garden
 - C. Open Hand Monument
 - D. Sukhna Lake
37. Founder of Taj Hotel Mumbai was
- A. JamshedjiTata
 - B. Ghanshyam Das Birla
 - C. NusliWadia
 - D. Dhiru Bhai Ambani
38. Which day is celebrated as International Day of Yoga
- A. 21 July
 - B. 21 June
 - C. 17 May
 - D. 19 December
39. When is World Tourism Day is celebrated
- A. 27 October
 - B. 27 August
 - C. 27 September
 - D. 27 March

40. The term "DND" in hotel refers to
- A. Doing Numerous Duties
 - B. Doing Nurse Duty
 - C. Do Not Disturb
 - D. Doing Night Duty
41. What is 'Slow Food'
- A. Traditional Food
 - B. Food which is cooked a very low flame
 - C. Food which is cooked by a lazy person
 - D. Other name for 'Burger'
42. Who is the brand ambassador of "Incredible India" campaign 2017
- A. Amitabh Bachchan
 - B. Amir Khan
 - C. Priyanka Chopra
 - D. Narendra Modi
43. Modified American Plan includes
- A. Breakfast + one major meal + Room rent
 - B. One meal + Room rent
 - C. Breakfast + Rent
 - D. Only meals of the day
44. Bhandhagarh National Park is in
- A. Madhya Pradesh
 - B. Assam
 - C. Kerala
 - D. West Bengal
45. KFC is a food chain brand originated from
- A. USA
 - B. USSR
 - C. UK
 - D. Japan
46. Pizza a very famous food ,it originated from which country
- A. Italy
 - B. USA
 - C. Pakistan
 - D. Taiwan
47. "La Tomatina festival " is celebrated in
- A. France
 - B. Germany
 - C. Spain
 - D. Portugal

48. Expand IRCTC

- A. Indian Railway Catering and Tourism Corporation
- B. Indian Railway Catering and Transport Corporation
- C. Indian Railway Catering and Travel Company
- D. Indian Railway Catering and Tourism Company

49. Taj group of hotels belongs to which corporate group

- A. Birla
- B. ITC Group
- C. TATA
- D. Reliance

50. Which city is popularly known as 'City of Joy'

- A. Agra
- B. Kolkata
- C. Kanpur
- D. Shimla

General English

- Q51. Choose the one which best expresses the meaning of the given word:
INTREPID
(A) Hesitant (B) Fearless
(C) Extrovert (D) Rash
- Q52. Find out which part of the sentence has an error:
When I saw the dress (a) / I knew it was exactly (b) / what I had looked for. (c) /
No error (d)
(A) (a) (B) (b)
(C) (c) (D) (d)
- Q53. Pick the right meanings of the following idiom and phrase:
Charley horse
(A) Very rapid
(B) Very weak
(C) Stiffness
(D) Boldness
- Q54. Choose the one which is most opposite in meaning to the given word:
Treacherous
(A) Faithful
(B) Delusive
(C) Tactful
(D) False
- Q55. Fill in the blank with suitable article:
_____ Blue Whale is the largest animal on the earth.
(A) an (B) a (C) the (D) no article
- Q56. Select the most effective word from the given options to fill in the blank and complete each sentence meaningfully.
The secretary assured the shareholders that the management would _____ itself to increase production.
(A) acquit
(B) change
(C) exert
(D) manage
- Q57. Directions: In question given below, the first and the last sentences are numbered 1 and 6. Remaining sentences are named P, Q, R and S. These four sentences are not given in their proper order. Read the sentences and find out which of the four combinations is correct:

- 1: There are a number of bad habits which poor readers adopt.
 P: Of course, there must be vigorous mental activity.
 Q: But extra body movements, such as pointing with the fingers or moving the lips, do not help reading.
 R: In efficient reading, the muscles of the eye should make the only external movement.
 S: Most of these involve using extra body movement in the reading process.
 6: Young children and very poor readers often point with a finger at each word in turn.

(A) SRPQ (B) PQSR (C) PRSQ (D) SQPR

Q58. Choose the correct option to complete the sentence given below:
 The man sitting next to me on the plane was nervous because he _____ before.

- (A) didn't fly
 (B) hadn't flown
 (C) hasn't flown
 (D) wasn't flying

Q59. Pick out the most effective word from the given options to fill in the blank to make the sentence meaningfully complete:

You cannot devise a method which _____ all possibility of errors.

- (A) excludes
 (B) includes
 (C) avoids
 (D) ignores

Q60. Directions: Read the following passage to answer the given question based on it-

Nationalism, of course, is a curious phenomenon which at a certain stage in a country's history gives life, growth and unity but, at the same time, it has a tendency to limit one, because one thinks of one's country as something different from the rest of world. One's perceptive changes and one is continuously thinking of one's own struggles and virtues and failing to the exclusion of other thoughts. The result is that the same nationalism which is the symbol of growth for a people becomes a symbol of the cessation of that growth in mind. Nationalism, when it becomes successful sometimes goes on spreading in an aggressive way and becomes a danger internationally. Whatever line of thought you follow, you arrive at the conclusion that some kind of balance must be found. Otherwise something that was good can turn

into evil. Culture, which is essentially good become not only static but aggressive and something that breeds conflict and hatred when looked at from a wrong point of view. How are you find a balance, I don't know. Apart from the political and economic problems of the age , perhaps, that is the greatest problem today because behind it there is tremendous search for something which it cannot found. We turn to economic theories because they have an undoubted importance. It is folly to talk of culture or even of god. When human beings starve and die. Before one can talk about anything else one must provide the normal essentials of life to human beings. That is where economies come in. Human beings today are not in mood to tolerate this suffering and starvation and inequality when they see that the burden is not equally shared. Others profit while they only bear the burden.

Suitable title for this passage can be

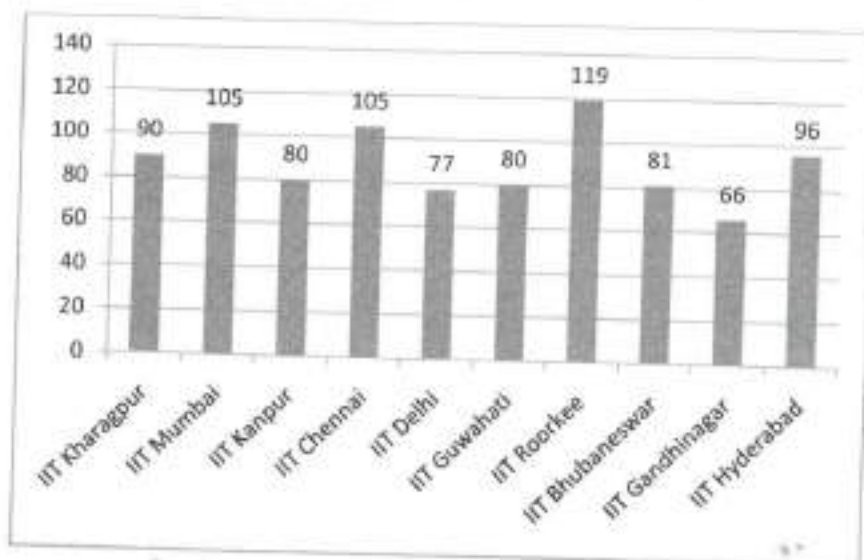
- (A) Nationalism breeds unity
- (B) Nationalism - a road to world unity
- (C) Nationalism is not enough
- (D) Nationalism and national problems

General Aptitude

- Q61. In the following question, choose the correct code form. If 'air' is called 'green', 'green' is called 'red', 'red' is called 'sea', 'sea' is called 'blue', 'blue' is called 'water' and 'water' is called 'pink', then what is the color of grass?
- (A) Green
 - (B) Air
 - (C) Red
 - (D) Pink
- Q62. Point A is 6 m west of point B. Point C is 5 m north of point S which is midway on the AB. Point C is 5 m west of point D. What is the distance BD?
- (A) $\sqrt{29}$ m
 - (B) $\sqrt{26}$ m
 - (C) 10 m
 - (D) 18 m
- Q63. Mattock : Dig :: Shovel : ?
- (A) Break
 - (B) Scoop
 - (C) Push
 - (D) Whittle
- Q64. Pointing to a boy in a photograph, a girl said, "His father's mother is the mother-in-law of my brother's mother." How is the person in photograph related to the girl?
- (A) Maternal Uncle
 - (B) Grandfather
 - (C) Brother
 - (D) Paternal Uncle
- Q65. During a prize distribution ceremony, Vikram was ninth from the left while Janhvi was eighth from the right in the front row. If Hariom was thirteenth from the left and was exactly in the middle of Vikram and Janhvi in the same row then what was the total number of people in the front row?
- (A) 18
 - (B) 19
 - (C) 21
 - (D) 24

Direction: Read the information carefully and answer the questions given beside.

Number of students selected through campus placements from ten IIT colleges



Percentage of student who did not get campus placements

College	Percentage
IIT Kharagpur	75
IIT Mumbai	65
IIT Kanpur	68
IIT Chennai	62.5
IIT Delhi	65
IIT Guwahati	66.7
IIT Roorkee	66
IIT Bhubaneswar	55
IIT Gandhinagar	56
IIT Hyderabad	68

Stream wise classification of student in each college (percentage)

College	Civil engg.	Mechanical engg.	Chemical engg.	Computer engg.
IIT Kharagpur	30	20	35	15
IIT Mumbai	20	24	27	29
IIT Kanpur	22	26	32	20
IIT Chennai	34	26	22	18
IIT Delhi	18	24	27	31
IIT Guwahati	25	22	27	26
IIT Roorkee	26	28	20	26
IIT Bhubaneswar	16	34	32	18
IIT Gandhinagar	22	26	20	32
IIT Hyderabad	28	16	22	34

Q66. What percentage of the students studying in the ten colleges got selected through campus placements?

- (A) 30.4 (B) 31.2
(C) 32.5 (D) 34.2

Q67. Complete the series: 481, 477, 467, 439, 357, ?

- (A) 110 (B) 113
(C) 115 (D) 120

Q68. In the following question, a statement is given followed by some conclusions. Without resolving anything yourself, choose the conclusion which logically follows from the statement.

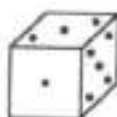
Statement - Many creative persons become painter.

- (A) Some painters are creative persons.
(B) A creative person will surely become painter.
(C) It is not possible to become artist without creativity.
(D) A high level of creativity is not needed to become a painter.

Q69. If the total number of dots on opposite faces of a cubical block is always 7, find the figure which is correct.



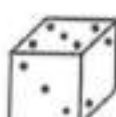
(1)



(2)



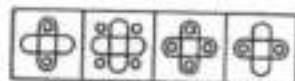
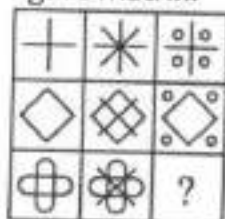
(3)



(4)

- (A) Fig. 1 (B) Fig. 2
(C) Fig. 3 (D) Fig. 4

Q70. Select a suitable figure from the four alternatives that would complete the figure matrix.



(1) (2) (3) (4)

(A) 1

(B) 2

(C) 3

(D) 4

71. Which of the following is Haryana's state flower?
A. Sacred Lotus
B. Lily
C. Jasmine
D. Marigold
72. The turban, worn by males in Haryana is called as
A. Toda
B. Muretha
C. Paggar
D. Khandwa
73. Which city is known as "City of Handlooms"
A. Mahendergarh
B. Fatehabad
C. Karnal
D. Panipat
74. In which district is "Badkhal lake" situated
A. Hisar
B. Jind
C. Sirsa
D. Faridabad
75. At which city the tourist complex 'Parakeet' is situated
A. Sonapat
B. Hisar
C. Yamuna-nagar
D. Pipli
76. Total number of wildlife sanctuaries in Haryana are?
A. 6
B. 8
C. 9
D. 10
77. Which place is considered to be the origin of river Saraswati
A. Hisar
B. Kurukshetra
C. Jind
D. Adi Badri
78. Which district of Haryana is the largest district
A. Panchkula
B. Ambala
C. Bhiwani
D. Jind

79. 'Hemu' Haryanavi Emperor of Delhi belonged to which place?

- A. Jind
- B. Rewari
- C. Ambala
- D. Kalka

80. With which type of tourism Haryana is credited?

- A. Highway Tourism
- B. Eco tourism
- C. Volunteer Tourism
- D. Medical Tourism

SKILL INSTRUCTOR (HOSPITALITY AND TOURISM) - SECTION V

- Q81.** A byte consists of
A) One bit
B) Four bits
C) Eight bits
D) Sixteen bits
- Q82.** Which of the following is not input unit device?
A) scanner
B) camera
C) plotter
D) digitizer
- Q83.** Programs designed to perform specific tasks is known as
A) system software
B) application software
C) utility programs
D) operating system
- Q84.** Element used to manage computer files & folders is
A) control panel
B) window accessories
C) window explorer
D) internet explorer
- Q85.** All files which are deleted from computer are stored in
A) sys-tray
B) temporary files
C) recycle bin
D) my documents
- Q86.** The computer jargon - WWW, stands for :
A) World Wide Web Worm
B) Web World Wide Worm
C) Wide Web World Worm
D) World Wide Worm Web
- Q87.** Which one of the following statement is not correct for Digital signature?
A) It is mechanism for authentication
B) It cannot be duplicated
C) It is created by encrypting information
D) It is the scanned image of one's signature

Q88. With reference to MS Word, Pick out the odd one from the following:

- A) 1 line space
- B) 1.5 line space
- C) 2 line space
- D) 2.5 line space

Q89. To return the remainder after a number is divided by a divisor in EXCEL we use the function?

- A) ROUND ()
- B) FACT ()
- C) MOD ()
- D) DIV ()

Q90. Which PowerPoint feature allows the user to create a simple presentation quickly ?

- A) Transition Wizard
- B) AutoContent Wizard
- C) Animations
- D) Chart Wizard

SVSU Recruitment Examination 2019

Loaded Key Sheet for : 23 - Skill Instructor (Hospitality and Tourism) , Set Code : A

Q.No.	Key	Q.No.	Key	Q.No.	Key	Q.No.	Key	Q.No.	Key
1	A	21	A	41	A	61	C	81	C
2	D	22	B	42	B	62	A	82	C
3	B	23	C	43	A	63	B	83	B
4	B	24	B	44	A	64	C	84	C
5	D	25	D	45	A	65	D	85	C
6	D	26	A	46	A	66	D	86	A
7	B	27	D	47	C	67	B	87	D
8	A	28	C	48	A	68	A	88	D
9	A	29	A	49	C	69	B	89	C
10	D	30	A	50	B	70	B	90	B
11	B	31	C	51	B	71	A	91	X
12	D	32	B	52	C	72	D	92	X
13	A	33	D	53	C	73	D	93	X
14	B	34	B	54	A	74	D	94	X
15	C	35	C	55	D	75	D	95	X
16	B	36	A	56	C	76	B	96	X
17	B	37	A	57	D	77	D	97	X
18	D	38	B	58	B	78	C	98	X
19	B	39	C	59	A	79	B	99	X
20	B	40	C	60	C	80	A	100	X