

Test Booklet
Series

A

Paper No.

21

Written Test Paper, 2021

**SKILL INSTRUCTOR
(HOSPITALITY)**

Test Booklet No.

Name of Applicant Answer Sheet No.

Application No. : SVSU/2020/Estt/NT/ Signature of Applicant :

Date of Examination : **25 / 12 / 2021**

Signature of the Invigilator(s)

1.

Time of Examination :

2.

Duration : 2 Hours]

[Maximum Marks : 100

IMPORTANT INSTRUCTIONS

- (i) The question paper is in the form of Test-Booklet containing **100 (Hundred)** questions. All questions are compulsory. Each question carries four answers marked (A), (B), (C) and (D), out of which only one is correct.
- (ii) On receipt of the Test-Booklet (Question Paper), the candidate should immediately check it and ensure that it contains all the pages, i.e., **100** questions. Discrepancy, if any, should be reported by the candidate to the invigilator immediately after receiving the Test-Booklet.
- (iii) A separate Answer-Sheet is provided with the Test-Booklet/Question Paper. On this sheet there are **100** rows containing four circles each. One row pertains to one question.
- (iv) The candidate should write his/her Application number at the places provided on the cover page of the Test-Booklet/Question Paper and on the Answer-Sheet and **NOWHERE ELSE**.
- (v) No second Test-Booklet/Question Paper and Answer-Sheet will be given to a candidate. The candidates are advised to be careful in handling it and writing the answer on the Answer-Sheet.
- (vi) For every correct answer of the question **One (1) mark will be awarded**. For every unattempted question, Zero (0) mark shall be awarded. **There is no Negative Marking**.
- (vii) Marking shall be done only on the basis of answers responded on the Answer-Sheet.
- (viii) To mark the answer on the Answer-Sheet, candidate should **darken** the appropriate circle in the row of each question with Blue or Black pen.
- (ix) For each question only **one** circle should be **darkened** as a mark of the answer adopted by the candidate. If more than one circle for the question are found darkened or with one black circle any other circle carries any mark, the question will be treated as cancelled.
- (x) The candidates should not remove any paper from the Test-Booklet/Question Paper. Attempting to remove any paper shall be liable to be punished for use of unfair means.
- (xi) Rough work may be done on the blank space provided in the Test-Booklet/Question Paper only.
- (xii) *Mobile phones (even in Switch-off mode) and such other communication/programmable devices are not allowed inside the examination hall.*
- (xiii) No candidate shall be permitted to leave the examination hall before the expiry of the time.

DO NOT OPEN THIS QUESTION BOOKLET UNTIL ASKED TO DO SO.

[P.T.O.

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1. Which of the hotel chain is owned by Tatas?
 - (A) Oberoi
 - (B) Taj
 - (C) Sheraton
 - (D) Trident
2. Accommodation units located near the Highways with Garage facilities are known as
 - (A) Cabana hotels
 - (B) Motels
 - (C) Downtown hotels
 - (D) Casino Hotels
3. Which of the following is NOT a revenue generation department in a hotel?
 - (A) Food and Beverage
 - (B) Front office
 - (C) Safety and Security
 - (D) Food Production
4. Which of the following section is mainly responsible for luggage handling of the guests?
 - (A) Security
 - (B) Banquet
 - (C) Bell desk
 - (D) Accounts
5. House boats of Kerala are example for
 - (A) Rotels
 - (B) Floatels
 - (C) Motels
 - (D) Resorts
6. FRRO stands for
 - (A) Foreign Regional Registration Office
 - (B) Foreigners Residing Registration Officer
 - (C) Foreign exchange Region registration Office
 - (D) None of the above
7. Modified American plan includes
 - (A) Two meals of the day + Room rent
 - (B) One meal of the day + Room rent
 - (C) Breakfast + Room rent
 - (D) None of these
8. Which state has the maximum number of heritage hotels in India?
 - (A) Rajasthan
 - (B) Uttar Pradesh
 - (C) Maharashtra
 - (D) Karnataka

9. Which of the following menu provides a choice of items?
- (A) A-la-carte
 - (B) Table d' hote
 - (C) Counter service
 - (D) None of these
10. Guest Cycle – which one is correct sequence in below options?
- (A) Registration ----- Checked-In -----
Reservation ----- Checked Out
 - (B) Reservation ----- Checked-In -----
Registration ----- Checked Out
 - (C) Reservation ----- Checked Out -----
Registration ----- Checked-In
 - (D) Reservation ----- Registration -----
Checked-In ----- Checked Out
11. Who takes care of complaint handling ____?
- (A) Travel desk
 - (B) Receptionist
 - (C) GRE
 - (D) Both (B) and (C)
12. Accommodation on wheels is known as _____.
- (A) Rotels
 - (B) Motels
 - (C) Chains
 - (D) Hospice
13. Expand FIT
- (A) Free Inclusion Traveller
 - (B) Free Independent Traveller
 - (C) Free Indented Traveller
 - (D) For Independent Traveller
14. Silverware can be polished using which of the following systems?
- (A) Gueridon
 - (B) Helitherm
 - (C) Ganymede
 - (D) Polivit
15. The main use of a waiter's cloth is for
- (A) wiping customer's fingers
 - (B) polishing plates and glasses when laying them on the table
 - (C) covering stains on the tablecloth
 - (D) wiping spilt food from the carpet
16. The best way to deal with a customer who complains about poor service is to
- (A) apologise
 - (B) offer him a free drink
 - (C) inform the head waiter
 - (D) try to make excuses

17. Which well-known cocktail is made of vodka and tomato juice
- (A) Bloody Mary
 - (B) Harvey Wallbanger
 - (C) Manhattan
 - (D) White Lady
18. The term a la carte means
- (A) a set menu without any alternatives or beverages
 - (B) a carte du jour menu inclusive of coffee and service charge
 - (C) a series of dishes as chosen by a customer and cooked to order
 - (D) a prix-fixe menu with several choices on each course
19. Cabana means
- (A) Studio room
 - (B) Twin rooms
 - (C) Triple room
 - (D) Room attached to the swimming pool ride for changing or resting
20. Food or beverages served in guest room is known as
- (A) Full service
 - (B) Room service
 - (C) Service station
 - (D) None of these
21. The person who cleans the kitchen is
- (A) Utility worker
 - (B) Dish washer
 - (C) Pot washer
 - (D) Kitchen steward
22. Las Vegas is the best example for
- (A) Casino Hotels
 - (B) Heritage Hotels
 - (C) Budget Hotels
 - (D) None of these
23. RSOT stands for
- (A) Room Service Order Ticket
 - (B) Restaurant Service Order Ticket
 - (C) Room Service Order Taker
 - (D) Restaurant Service Order Taker
24. Front Bar is used for
- (A) Preparation of Cocktails
 - (B) Serving Drinks to the Guests
 - (C) Displaying Liquor Bottles
 - (D) Storing Bar Equipments

25. What type of liquor serves as the base for the Manhattan?
 (A) Vodka
 (B) Rum
 (C) Whiskey
 (D) None of the above
26. Outer skin of the lemon is known as
 (A) Zest
 (B) Mist
 (C) Twist
 (D) Crush
27. Which of the following is essential to guest room security?
 (A) Key Control
 (B) Secured Premises
 (C) Safety awareness
 (D) All the above
28. Which of the following helps to identify Risky areas?
 (A) Blue Arrows
 (B) Safety Signage
 (C) Danger signs
 (D) Green lights
29. Which are the primary colours ?
 (A) Red, Yellow, Green
 (B) Red, Blue, Green
 (C) Red, Yellow, Blue
 (D) Yellow, Orange, Blue
30. Which of these is a soft window treatment
 (A) Curtain
 (B) Valance
 (C) Blind
 (D) Shutters
31. What are the two types of accessories?
 (A) Functional and Decorative
 (B) Beautiful and Aesthetic
 (C) Decorative and Structural
 (D) Normal and Antique
32. What is the format used before and after redecoration?
 (A) Snagging List
 (B) OOO form
 (C) Maintenance report
 (D) Refurbishing list

33. Which is NOT part of a first aid kit ?
- (A) Bandages
 - (B) Prescription medicines
 - (C) Ice pack
 - (D) Blankets
34. Double occupancy means
- (A) Two people sharing one room
 - (B) A room which is booked twice
 - (C) Two guests asked to share one room
 - (D) Over booking
35. Which among the following is NOT a dry cooking method?
- (A) Broiling
 - (B) Poaching
 - (C) Baking
 - (D) Roasting
36. Total room sales divided by the number of rooms sold represents _____
- (A) Rack Rate
 - (B) Average Daily Rate (ADR)
 - (C) Room Occupancy %
 - (D) All the Above
37. Which one of the following is NOT a public area in a hotel?
- (A) Swimming pool
 - (B) Coffee shop
 - (C) Guest rooms
 - (D) Lobby
38. The first five star hotel in India is
- (A) Taj Mahal Palace hotel – Mumbai
 - (B) Hotel Ashoka – New Delhi
 - (C) Hotel Oberoi – New Delhi
 - (D) Hotel Chola Sheraon – Chennai
39. Which organization in India is awards star ratings to hotels?
- (A) HRACC
 - (B) FHRAI
 - (C) IHM
 - (D) FICCI
40. _____ hotels are located near the port of entry like bus stand, railway station, airport, sea port etc.
- (A) Chain
 - (B) Transit
 - (C) Resort
 - (D) Commercial

41. _____ is who actually serve the food.
- (A) Assistant waiter
 - (B) Waiter
 - (C) Head Waiter
 - (D) Restaurant Manager
42. FHRAI stands for_____
- (A) Federation of Hotel and Restaurant Association of India
 - (B) Federation of Hospital and Restaurant Association of India
 - (C) Federation of Hospitality and Restaurant Association of India
 - (D) Federation of Hotel and Restaurant Association of Indonesia
43. The full form of Rev Par is_____.
- (A) Revenue Per available room
 - (B) Revenue period
 - (C) Revenue per accessible room
 - (D) Revenue point average ratio
44. This is the rate charged for children above five years and below age of 12 years, who are accompanying their parents. The hotels provide crib bed in the room for infants.
- (A) Complimentary Rate
 - (B) Crib Rate
 - (C) Introductory Rate
 - (D) Package Rate
45. Which one of the following is a record of financial transactions taking place between a guest and the hotel?
- (A) Folios
 - (B) Ledgers
 - (C) Guest accounts
 - (D) Vouchers
46. Chef poissonier specializes in
- (A) Vegetarian
 - (B) Fish preparation
 - (C) Meat
 - (D) None of these
47. The chef De party responsible vegetable preparations are
- (A) Potagus
 - (B) Entremelier
 - (C) Charcutier
 - (D) Poussonier
48. Lounge means
- (A) Place to relax for hotel guest
 - (B) Place for food and beverage
 - (C) Place for deposit valuable things
 - (D) None of these

49. "Ginger" – the economy hotel is a concept of which hotel group?
- (A) The Oberoi group
 (B) The Taj group
 (C) Asian hotels
 (D) Leela group
50. FSSAI stands for
- (A) Food Safety and Standards Authority of India
 (B) Food Safety Satisfy All India
 (C) Food Safety Storage Authority of India
 (D) Food Storage Safety Authority of India
51. Select the odd one out
- (A) Shake
 (B) Stir
 (C) Blend
 (D) Pour
52. French name of wine waiter is
- (A) Commi de rang
 (B) Chef de etage
 (C) Trancheur
 (D) Sommelier
53. PERT Stands for
- (A) Project Evaluation Receipt Technique
 (B) Project Evaluation Review Technique
 (C) Project Elect Review Technique
 (D) None of the above
54. Types of hotels are
- (A) One star and Two star
 (B) Heritage and Five star
 (C) Home stays
 (D) Both (A) and (B).
55. What is the French name for cheese?
- (A) Soumage
 (B) Formage
 (C) Homage
 (D) Poission
56. Newspapers, magazines, trade journals, brochures, leaflets, guides, press conferences, press releases which type of media is this?
- (A) Press media
 (B) Broadcast media
 (C) Community media
 (D) None of these

57. The Size of a cover is
- (A) 18 inches × 24 inches
 - (B) 12 inches × 18 inches
 - (C) 12 inches × 10 inches
 - (D) 12 inches × 24 inches
58. A Dharamshala is suitable for
- (A) Those business man who can stay in graded hotels
 - (B) Low income families
 - (C) Only rich merchants
 - (D) All the above
59. The size of the bed in a king room is
- (A) 76" × 80"
 - (B) 80" × 72"
 - (C) 45" × 60"
 - (D) 60" × 60"
60. Founder of Hotel Taj, Mumbai was
- (A) Jamshedji Tata
 - (B) Ghanshyam Das Birla
 - (C) NusliWadia
 - (D) Dhiru Bhai Ambani
61. Customers who want to stay for a longer period prefer
- (A) Commercial Hotels
 - (B) Resort Hotel
 - (C) B&B Hotels
 - (D) Motels
62. Example of a floating hotel is
- (A) Resort
 - (B) Motels
 - (C) Houseboat
 - (D) None of these
63. Guardian is a
- (A) Trolley
 - (B) Tray
 - (C) Vessel
 - (D) None of these
64. Element/s of Cost of a product are
- (A) Material only
 - (B) Labour only
 - (C) Expenses only
 - (D) Material, Labour and Expenses

65. This is a simple yet effective method of beverage control and is particularly useful for the smaller type operation where there are full time control staffs
- (A) Par stock
 - (B) Inventory Control
 - (C) Stock
 - (D) None of the above
66. Star, plow horse are examples of
- (A) Menu engineering
 - (B) Menu planning
 - (C) Menu merchandising
 - (D) Variance Analysis
67. An art to sale the product by menu card
- (A) Menu engineering
 - (B) Menu planning
 - (C) Menu merchandising
 - (D) Variance Analysis
68. Advertising on commercial radio and television is known as
- (A) Broadcasting
 - (B) Visual advertising
 - (C) Visual impact
 - (D) None of these
69. An area held at a temperature of _____ for the storage of bottle beers.
- (A) 9°C
 - (B) 6°C
 - (C) 4°C
 - (D) 8°C
70. What is the full form of ABC in ABC analysis?
- (A) Always better control
 - (B) Account budget control
 - (C) Average beverage control
 - (D) None of the above
71. Hubbart formula for calculating room tariff was developed by
- (A) Paul Hubbart
 - (B) John K. Hubbart
 - (C) Roy Hubbart
 - (D) James Hubbart
72. A physically handicapped guest will fall under one of the following categories
- (A) VIP
 - (B) CIP
 - (C) SPATT
 - (D) DG

73. Which of the following statistical information provided by front office has significant importance for Food and Beverage department as well
- (A) ARR
 - (B) ARG
 - (C) AGR
 - (D) RevPAR
74. Pour boiling water over the stain. Apply borax solution and allow to dry. Pour boiling water over it. Launder.
- The stain removal method given above is used to remove stains caused by
- (A) Ghee, Oil
 - (B) Tea, Coffee
 - (C) Blood
 - (D) Ice cream, Milk
75. A room having an attached Kitchenette for guest is called
- (A) Efficiency room
 - (B) Hospitality room
 - (C) Lanai room
 - (D) Cabana room
76. Document detailing a transaction to be posted is called as
- (A) Folio
 - (B) Voucher
 - (C) Ledger
 - (D) IOU
77. A vacuum cleaner that is efficient in cleaning high and hard to reach areas
- (A) Upright vacuum
 - (B) Cylindrical vacuum
 - (C) Piggy back vacuum
 - (D) None of the above
78. 'Côte' in French wine label terminology means
- (A) Hillside
 - (B) Vine estate
 - (C) Underground cellar
 - (D) Water of life
79. The huge pineapple-shaped core of blue agave plant which is used in making Tequila, is called
- (A) Piña
 - (B) Aloe
 - (C) Mezcal
 - (D) Gusano

80. Which is a Rum-based bitter, flavoured with gentian and vegetable spices, also known as Worcester sauce of cocktails and today it comes from Trinidad?
- (A) Campari
 - (B) Angostura
 - (C) Cynar
 - (D) AmerPicon
81. CPR is a term associated with
- (A) Heart attack
 - (B) Convulsion
 - (C) Burning
 - (D) Snake bite
82. As per the classification of fruits, which of the following is an example of Drupe
- (A) Kiwi
 - (B) Banana
 - (C) Cherry
 - (D) Passion Fruit
83. Many champagne houses now use mechanical riddling (remuage) machines in place of skilled remuers. The machine is called
- (A) Pupitre
 - (B) Estuffade
 - (C) Gyropalettes
 - (D) Bodegas
84. What is the other name for a saucier spoon that is typically the size and shape of a dessert spoon, but with a flattened bowl and a small notch on one side?
- (A) Mustard spoon
 - (B) Parfait spoon
 - (C) Bar spoon
 - (D) Gourmet spoon
85. Rate below which room will not be sold by the hotel on a given date is known as
- (A) Crib Rate
 - (B) Introductory rate
 - (C) Rack rate
 - (D) Hurdle rate
86. Delinquent account is a term associated with
- (A) Account correction
 - (B) Account allowance
 - (C) Account aging
 - (D) Non-guest folio
87. The Panch-phoron is a combination of
- (A) Fenugreek, Nigella, Cumin, Mustard, Fennel
 - (B) Cumin, Nigella, Poppy, Mace, Fennel
 - (C) Fenugreek, Cinnamon, Mace, Fennel, Cumin
 - (D) Cumin, Asafoetida, Cardamom, Charoli, Fennel

88. Royal icing is prepared by
- (A) Beating egg whites and icing sugar with a flat paddle
 - (B) Beating egg yolks and icing sugar with a flat paddle
 - (C) Beating egg whites and liquid glucose with a flat paddle
 - (D) Beating egg whites and boiled sugar syrup with a flat paddle
89. The classic mix ingredients of 'fine herbs' are
- (A) Parsley, chives, chervil and tarragon
 - (B) Chives, tarragon, cilantro and marjoram
 - (C) Tarragon, marjoram, leeks and chives
 - (D) Chervil, parsley, mint and chives
90. Which of the following Italian drink is made from the leftover skins and seeds used in wine production?
- (A) Ale
 - (B) Grappa
 - (C) Sake
 - (D) Strega
91. Which of the following is NOT an example of a Bourbon whisky brand?
- (A) Wild Turkey
 - (B) Jim Beam
 - (C) Old Crow
 - (D) Georgia Moon
92. Find the correct sequence match for 'Cider - Perry - Mead - Sake'
- (A) Grape - Pear - Honey - Rice
 - (B) Apple - Honey - Rice - Pear
 - (C) Apple - Pear - Honey - Rice
 - (D) Barley - Pear - Grape - Rice
93. Who out of the below is NOT a member of HRACC?
- (A) Principal, Institute of Hotel Management
 - (B) Representative of Ministry of Tourism, GoI
 - (C) Representative of IATA
 - (D) Representative of FHRAI
94. OeufsBrouillés means
- (A) Easy over
 - (B) Poached eggs
 - (C) Eggs cooked in shell.
 - (D) Scrambled eggs

95. Edam is a cheese originated from
- (A) Greece
 - (B) Italy
 - (C) Netherland
 - (D) UK
96. A preparation in which mutton and pounded wheat are cooked over a long period of time is
- (A) Rogan Josh
 - (B) Patthar Gosht
 - (C) Haleem
 - (D) Pulusu
97. The term that describes the essential/ minimum qualities and qualifications to occupy a particular position, is called
- (A) Duty Roaster
 - (B) Job description
 - (C) Job specification
 - (D) Personnel title
98. Which of the following is Not a rice variety?
- (A) Surinam Rice
 - (B) Hornbill Rice
 - (C) Texmati Rice
 - (D) Arborio Rice
99. Which of the following is NOT a part of the sub-classification of heritage hotels in India
- (A) Heritage
 - (B) Heritage Classic
 - (C) Heritage Royal
 - (D) Heritage Grand
100. Select the odd one out
- (A) Global Distribution System
 - (B) Point of Sale System
 - (C) Centralised Reservation System
 - (D) On-line Room Booking Portals

ROUGH WORK

ANSWER KEY- Skill Instructor Hospitality

1. B	26. A	51. A	76. B
2. B	27. D	52. D	77. C
3. C	28. C	53. B	78. A
4. C	29. C	54. D	79. A
5. B	30. A	55. B	80. B
6. A	31. A	56. A	81. A
7. A	32. A	57. A	82. B
8. A	33. B	58. B	83. C
9. A	34. A	59. A	84. D
10. D	35. B	60. A	85. D
11. D	36. D	61. B	86. C
12. A	37. C	62. C	87. A
13. B	38. A	63. A	88. A
14. D	39. B	64. D	89. A
15. A	40. B	65. B	90. B
16. A	41. B	66. A	91. D
17. A	42. A	67. C	92. C
18. C	43. A	68. A	93. C
19. D	44. B	69. C	94. D
20. B	45. A	70. A	95. C
21. D	46. B	71. C	96. C
22. A	47. C	72. C	97. C
23. A	48. A	73. C	98. B
24. B	49. B	74. B	99. C
25. C	50. A	75. A	100. B