

Test Booklet
Series

A

Written Test Paper, 2021

Test Booklet No.

Paper No.

23

**SENIOR SKILL INSTRUCTOR
(HOSPITALITY)**

Name of Applicant Answer Sheet No.

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

Date of Examination : **26 / 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 following is NOT usually considered a member of the executive committee of a hotel?
 - (A) Director of Catering
 - (B) Rooms Division Manager
 - (C) Director of Food and Beverage
 - (D) Director of Engineering

2. Total room sales divided by the number of rooms sold represents:
 - (A) Rack rate
 - (B) Room occupancy percentage
 - (C) Daily report
 - (D) Average daily rate

3. The _____ is used as the benchmark quotation of a hotel's room rate.
 - (A) Restricted rate
 - (B) Corporate rate
 - (C) Rack rate
 - (D) Discount rate

4. _____ will monitor reservations and, based on previous trends and current demand, determine the number and type of rooms to sell at what price to obtain the maximum revenue.
 - (A) Revenue management
 - (B) Reservations management
 - (C) Front-desk operations
 - (D) Daily revenue trends

5. Which of the following represents the most significant cost in kitchen operations?
 - (A) Maintenance
 - (B) Uniforms
 - (C) Utilities
 - (D) Labor

6. Which of the following is not one of the critical ratios in food and beverage operations?
 - (A) Labor cost percentage
 - (B) Contribution margin
 - (C) Food cost percentage
 - (D) Covers-per-person per hour

7. Who is generally incharge of a hotel kitchen?
 - (A) Garde Manger
 - (B) Chef tournant
 - (C) Executive chef
 - (D) Sous chef

8. Larger hotels will employ a person that rotates through the cooking stations to relieve station chef heads. This person is
 - (A) Chef brigade
 - (B) Chef de partie
 - (C) Sous chef
 - (D) Chef tournant

9. Food cost percentage is calculated by:
- (A) Cost of food divided by the number of food sales
 - (B) Amount of food sales divided by the cost of food
 - (C) Amount of entrées sold divided by total sales
 - (D) Amount of food sales divided by the cost of labor
10. Which of the following are not one of the primary responsibilities of a director of food and beverage?
- (A) Marketing
 - (B) Exceeding guest expectations
 - (C) Training
 - (D) Budgeting
11. Bar efficiency is measured by:
- (A) Number of guests served
 - (B) Labor efficiency standards
 - (C) Pour cost percentage
 - (D) Contribution profits
12. Which of the following is a type of bar pilferage?
- (A) Overpour liquor
 - (B) Under pour liquor
 - (C) Overcharge guests for drinks
 - (D) All the above
13. A group of people that eat together at one time and in one place is called
- (A) Banquet
 - (B) Group
 - (C) Gathering
 - (D) Assembly
14. Presidents and chief executive officers tend to focus their time on
- (A) Strategic planning
 - (B) The mission
 - (C) Profitability
 - (D) Both (A) and (B)
15. Leadership is not about rank, privileges, titles, or money. It is about
- (A) Promotions
 - (B) Responsibility
 - (C) Profits
 - (D) Success
16. Which of the following is a challenge to operating room service?
- (A) Delivery on time
 - (B) Avoiding complaints
 - (C) Profitability
 - (D) All the above

17. A document that lists all of the needs and requirements of a function in a hotel is called a catering event order or
- (A) Hotel event order
 - (B) Function event order
 - (C) Banquet event order
 - (D) Master event order
18. A hotel restaurant forecasts its expected guest counts based on house count and type of guest. This is called
- (A) The capture rate
 - (B) Guest forecast
 - (C) Rate of return
 - (D) Service expectations
19. Do the food and beverage department often contribute to what profit margin from operations?
- (A) 10–15%
 - (B) 25–30%
 - (C) 35–40%
 - (D) 15–18%
20. _____ is one of the highest concerns of guests who visit hospitality businesses.
- (A) Comfort
 - (B) Security
 - (C) Location
 - (D) Food and beverage
21. The _____ allows hotels and their corporate office to access rooms' inventory and make reservations simultaneously.
- (A) Concierge
 - (B) Central reservations system
 - (C) Front-desk clerk
 - (D) Internet
22. Communications such as telephone, FAX, and pagers are usually a break-even service in hotels.
- (A) True
 - (B) False
 - (C) Neither True nor False
 - (D) Can't be ascertained
23. The ADR is calculated by dividing the total sales by a total number of guests in the hotel.
- (A) True
 - (B) False
 - (C) Neither True nor False
 - (D) Can't be ascertained
24. Housekeeping attendants typically clean and service how many rooms per shift?
- (A) 12 - 14
 - (B) 8 - 10
 - (C) 6 - 8
 - (D) 15 - 20

25. Guest surveys consistently rank which of the following as the number one concern in hotels?
- (A) Must be close to shopping
 - (B) Room is ready and available when checking in
 - (C) Late-night room service
 - (D) Cleanliness
26. Hotels add a charge to all long distance calls made by the guest. This charge is typical
- (A) 20%
 - (B) 50%
 - (C) 30%
 - (D) 40%
27. Which of the following is not a front-office module of the typical Property Management System (PMS)?
- (A) Rooms management
 - (B) Food and beverage management
 - (C) Reservations management
 - (D) Guest-accounting management
28. Total room sales divided by the number of rooms sold represents
- (A) Rack rate
 - (B) Room occupancy percentage
 - (C) Daily report
 - (D) Average daily rate
29. Which of the following hotel employees are responsible for balancing the guest accounts every day?
- (A) Front-Desk clerk
 - (B) General Manager
 - (C) Night Auditor
 - (D) Accountant
30. A powder room attendant reports to the
- (A) Assistant housekeeper
 - (B) Control desk supervisor
 - (C) Public area supervisor
 - (D) Floor supervisor
31. A duplicate key of the floor pantry is kept with the
- (A) Assistant housekeeper
 - (B) Floor supervisor
 - (C) Guest room attendant
 - (D) Control desk supervisor
32. Thorough cleaning, which is generally carried out once or twice a year is called as
- (A) Routine cleaning
 - (B) Winter cleaning
 - (C) Spring cleaning
 - (D) High cleaning

33. A floating flower arrangement is known as
- Nonohana
 - Ukibana
 - Morimano
 - Moribana
34. For which of the following is the Hubbart Formula most useful?
- Forecasting occupancy
 - Forecasting Room availability
 - Fixing room tariff
 - Fixing variable cost
35. A skilled chef who has gained expertise in one area of kitchens; is called:
- Master Chef
 - Sous Chef
 - Chef de Partie
 - Executive Sous Chef
36. Which of the following is a heavy knife with a large wide blade, used in Chinese kitchen for cutting and chopping:
- Palette
 - Cleaver
 - Tourne knife
 - Paring Knife
37. The sauce which is an emulsion of egg yolk with butter, is
- Hollandaise
 - Espagnole
 - Tomato
 - Harissa
38. Grappa is a beverage from
- France
 - Germany
 - Italy
 - Scandinavia
39. The correct formula that represents the 'fermentation process' is
- $C_6H_{12}O_6 \longrightarrow 2CH_3CH_2OH + 2CO_2 + \text{heat}$
 - $C_6H_{12}O_{12} \longrightarrow 2CH_3CH_2OH + 2CO_2 + 3O_2 + \text{heat}$
 - $C_8H_{12}O_{10} \longrightarrow 2CH_3CH_2OH + 4CO_2 + \text{heat}$
 - $C_6H_{18}O_6 \longrightarrow 2CH_3CH_2OH + 2CO_2 + 3H_2 + \text{heat}$
40. 'The type of restaurant that specializes in grilled or roast meat, poultry and fish which are prepared in front of guests', is
- Rôtisserie
 - Café
 - Dhaba
 - Kiosk

41. Which of the following is Not a Napkin Fold?
- (A) Bishop's Maitre
 - (B) Silica
 - (C) Cock's Comb
 - (D) Sail
42. Royal icing is prepared by
- (A) Beating egg whites & icing sugar with a flat paddle
 - (B) Beating egg yolks & icing sugar with a flat paddle
 - (C) Beating egg whites & liquid glucose with a flat paddle
 - (D) Beating egg whites & boiled sugar syrup with a flat paddle
43. What is the process in chocolate production wherein the cocoa mass is mixed for long durations of time to get the necessary flavour, shine & texture
- (A) Couverture
 - (B) Conching
 - (C) Tampering
 - (D) Moulding
44. "Cooking something in its own juices" is called
- (A) Grilling
 - (B) Poaching
 - (C) Stewing
 - (D) Fumeing
45. Which of the following is a soya and vinegar based sauce, also known as LP sauce?
- (A) Worcestershire sauce
 - (B) HP sauce
 - (C) Harissa sauce
 - (D) Chimicurri sauce
46. Which ingredient is denoted by the term 'Florentine' in a recipe?
- (A) Spinach
 - (B) Cauliflower
 - (C) Pomegranate
 - (D) Green peas
47. CPR is a term associated with
- (A) Heart attack
 - (B) Convulsion
 - (C) Burning
 - (D) Snake bite
48. If the colour scheme in a flower arrangement include three hues that are equidistant to each other on a colour wheel; it is known as
- (A) Monochromatic
 - (B) Analogous
 - (C) Triad
 - (D) Polychromatic

49. 'Soak in warm milk for half an hour. Launder.' The stain removal given above is used to remove stains caused by
- (A) Rust
 - (B) Henna
 - (C) Curry
 - (D) Lip stick
50. A continuous wall panelling that extends from the floor to halfway up the wall.
- (A) Wall tiles
 - (B) Dado
 - (C) Wainscot
 - (D) Skirting
51. Furniture which is fixed on brackets fitted to the wall and hence, there are no legs to get in the way of cleaning; is known as
- (A) Fitted
 - (B) Free-standing
 - (C) Modular
 - (D) Cantilevered
52. Which of the following will decrease the room availability?
- (A) No-show
 - (B) Understay
 - (C) Overstay
 - (D) Cancellation
53. Paging is done during which stage of guest cycle
- (A) Pre Arrival
 - (B) Arrival
 - (C) Stay
 - (D) Departure
54. A hotel with rooms depicting individual theme-based interior is known as
- (A) Heritage hotel
 - (B) Lotel
 - (C) Boutique hotel
 - (D) Transit Hotel
55. Which type of hotel is more likely to offer European meal plan?
- (A) Resort
 - (B) Motel
 - (C) Business Hotel
 - (D) Convention hotel
56. A method for tracking past due account according to the date the charges originated
- (A) Account transferring
 - (B) Account aging
 - (C) Zeroing out
 - (D) Account search

57. The rate below which a room will not be sold on a given date is known as
- (A) Present rate
 - (B) Rack rate
 - (C) Hurdle rate
 - (D) All the above
58. If mutton is the meat of lamb, venison is the meat of
- (A) Suckling Pig,
 - (B) Deer
 - (C) Corned Beef
 - (D) None of these
59. Paella negra is blackened with
- (A) Black Rice
 - (B) Arborio Rice
 - (C) Pork blood
 - (D) Squid ink
60. Quick breads are made without
- (A) Salt
 - (B) Yeast
 - (C) Fat
 - (D) None of these
61. OeufsBrouillés means
- (A) Easy over
 - (B) Poached eggs
 - (C) Eggs cooked in shell.
 - (D) Scrambled eggs
62. The fat on the lining of the stomach of pigs is known as
- (A) Suet
 - (B) Rendering fat
 - (C) Caul fat
 - (D) Tallow
63. Ganache is the combination of
- (A) 1 part of cream and 2 parts of chocolate
 - (B) $1\frac{1}{2}$ parts of cream and 1 part of chocolate
 - (C) 1 part of cream and $1/2$ parts of chocolate
 - (D) None of these
64. Items used to keep the flowers, foliage, and stems in place within the container are known as
- (A) Mechanics
 - (B) Containers
 - (C) Equipment
 - (D) Support

65. A ceiling that is too high can be made to appear lower if it is painted
- (A) Darker than the walls
 - (B) Lighter than the walls
 - (C) In two colours
 - (D) None of the above
66. Protective covers worn on the thumb and second finger when sewing is called as
- (A) Thimbles
 - (B) Darns
 - (C) Voile
 - (D) Gaberdines
67. Edam is a cheese originated from
- (A) Greece
 - (B) Italy
 - (C) Netherland
 - (D) UK
68. 1 fl oz [one fluid ounce U.K.] is equal to
- (A) 28.4 ml
 - (B) 45 ml
 - (C) 30.3 ml
 - (D) 24.7 ml
69. Carbonated water containing a little quantity of quinine dissolved, is called
- (A) Curacao
 - (B) Ginger ale
 - (C) Campari
 - (D) Tonic water
70. Who out of the below is a member of HRACC?
- (A) Representative of IATA
 - (B) Representative of WTO
 - (C) Representative of TAAI
 - (D) Representative of ITDC
71. One of the components of Herbs de Provence is
- (A) Rosemary
 - (B) Tarragon
 - (C) Lavender
 - (D) None of these
72. Slush is the common name for
- (A) Frozen dessert
 - (B) Japanese style cooking
 - (C) Frozen carbonated beverages
 - (D) Dry fruits

73. Flour which is ground coarse and is usually of a polished grain is called
- (A) Farina
(B) Whole wheat flour
(C) Soft flour
(D) None of these.
74. What are the main ingredients of vichyssoise?
- (A) Leek and Potato
(B) Leek and French Onion
(C) Leek and Celery
(D) None of these
75. 'The girth of Cigars is customarily expresses in terms of its ring gauge'. A ring gauge is
- (A) $\frac{1}{64}$ of an inch
(B) $\frac{1}{36}$ of an inch
(C) $\frac{1}{90}$ of an inch
(D) $\frac{1}{12}$ of an inch
76. Which of the following is Not a Hard-Cheese?
- (A) Gorgonzola
(B) Parmesan
(C) Gruyere
(D) Emmenthal
77. Which of the following term is widely used in continental Europe and means a continental breakfast with coffee
- (A) Cafe complet
(B) Cafe simple
(C) The complet
(D) The simple
78. Which of the following is a creamy cheese that comes from Lombardy region in Italy; is made from cow's milk and is commonly used for preparing Tiramisu?
- (A) Mascarpone
(B) Pecorino
(C) Ricotta
(D) Gorgonzola
79. A hot chilli paste used as sauce in North African Cuisine is known as
- (A) Chimichurri
(B) Chilli Marmalade
(C) Harissa
(D) Tobasco
80. Capacity of 'demi- tasse' is
- (A) $3\frac{1}{3}$ fl oz
(B) 4 fl oz
(C) $4\frac{1}{2}$ fl oz
(D) 3 fl oz

81. Which of the following is not a silver cleaning method?
- (A) Polivit
 - (B) Silver Dip
 - (C) Burnishing Machine
 - (D) Brasso
82. Which of the following is NOT a lettuce:
- (A) Rocket
 - (B) Iceberg
 - (C) Lollo Rosso
 - (D) Daffodils
83. Which of the following is not from Goan cuisine?
- (A) Fish Caldine
 - (B) Prawn Balchao
 - (C) Masor Tenga
 - (D) Chicken Xacutti
84. 'Angels on horseback' means
- (A) Prunes wrapped in bacon
 - (B) Oysters wrapped in bacon
 - (C) Mushrooms on toast
 - (D) Tomato halves garnished with mushrooms
85. 'Kopi Luwak' is also known as
- (A) Green tea
 - (B) Cold coffee
 - (C) Civet coffee
 - (D) Brownie with ice-cream
86. The process of removing sediments from the bottle that has been collected near the cap (in champagne making process) is called
- (A) Remuage
 - (B) Dégorgement
 - (C) Dosage
 - (D) Angel's Share
87. 'Martini' is made with
- (A) Gin and cointreau
 - (B) Gin and soda
 - (C) Vodka and drambuie
 - (D) Gin and vermouth
88. $\text{Purchase cost} + \text{Lifespan laundering cost} / \text{Number of lifespan launderings} =$
- (A) Average laundry cost
 - (B) Linen Inventory cost
 - (C) Cost per use
 - (D) Gross laundry cost

89. Pitch in woven carpets mean
- (A) Length of carpet
 - (B) Width of carpet
 - (C) Number of warp yarns in 27" width
 - (D) Number of weft yarns in 27" width
90. Caustic soda or sodium hydroxide is an
- (A) Alkali with high pH
 - (B) Alkali with low Ph
 - (C) Acid with high Ph
 - (D) Acid with low Ph
91. Ratio of the total number of occupied rooms to the total number of rooms that are available for sale is known as
- (A) Yield %
 - (B) ARR
 - (C) Occupancy %
 - (D) House count
92. Delinquent account is a term associated with
- (A) Account correction
 - (B) Account allowance
 - (C) Account aging
 - (D) Non-guest folio
93. Hotel XYZ has 250 rooms with a rack rate of Rs. 10,000 for each room. On 15th March 200 rooms were occupied at an ARR of Rs. 8,000. Calculate Yield %
- (A) 78%
 - (B) 1.56%
 - (C) 64%
 - (D) 56%
94. Brightness or dullness of the colour is referred as
- (A) Intensity
 - (B) Hue
 - (C) Value
 - (D) Tint
95. Which of the following is less likely to be found inside the cupboard or drawer of a guest room?
- (A) DND Card
 - (B) Dutch wife
 - (C) Laundry bag
 - (D) Cloth hangers
96. Fillet Mignon is obtained from
- (A) Head of the Fillet of Beef
 - (B) Upper middle part of Beef Fillet
 - (C) Upper end of Beef Fillet
 - (D) None of these

97. The other name of French wedding cake
- (A) Croquembouch
 - (B) Babka
 - (C) Cassata
 - (D) Mille-feuille
98. Another term that is used for 'host/hostess' in a restaurant is
- (A) Commis debarrasseur
 - (B) Chef de rang
 - (C) Maître d'hôtel reception
 - (D) Trancheur
99. 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
100. Room rate discount offered to a company on the basis of their commitment of business guarantee of a minimum number of room nights in the year is known as
- (A) Corporate rate
 - (B) Wholesale rate
 - (C) Membership rate
 - (D) CVGR

ROUGH WORK

ANSWER KEY- SR. SKILL INSTRUCTOR Hospitality

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