



# BHARAT SEVAK SAMAJ

NATIONAL DEVELOPMENT AGENCY, PROMOTED BY GOVERNMENT OF INDIA  
CENTRAL BOARD OF EXAMINATIONS  
BSS NATIONAL VOCATIONAL EDUCATION MISSION

## HMTS003-BSS DIPLOMA IN HOTEL MANAGEMENT

### ONE YEAR EXAMINATION NOV-2015

#### HMTS003-01 COMMUNICATIVE ENGLISH AND COMPUTER FUNDAMENTALS

**TIME: 3 Hours**

**Marks: 100**

#### INSTRUCTIONS

- \* 33 questions are there in total
- \* Write answers to each question in proportion to the mark allotted
- \* During the first 15 minutes read the questions carefully

#### I. FILL IN THE BLANKS

**1 x 10 = 10**

- 1) Pronouns are used instead of .....
- 2) One day ..... Old man came to my village.
- 3) ..... Lotus is lovely flowers
- 4) He is ..... the room.
- 5) She knows English .....
- 6) Write to the abbreviation PIN.
- 7) ALU stand for .....
- 8) UG I means.....
- 9) In MS Word print is in ..... menu
- 10) She is ..... B.sc graduate

#### II. DEFINE THE FOLLOWING

**2 x 10 = 20**

- 1) What are the types of letters?
- 2) Define kinds of countable Nouns?
- 3) Compound sentences
- 4) Hardware
- 5) MS Excel
- 6) Noun phrase
- 7) MS office
- 8) Network
- 9) Status bar
- 10) Explain Cut, Copy and 'Paste'

**III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS****5 x 5 = 25**

- 1) Explain analog and hybrid computer
- 2) Spin box
- 3) Explain RAM and ROM
- 4) Classification of the computer
- 5) Tool menu
- 6) Title bar
- 7) Print view
- 8) Explain the Fourth and Fifth generation of computer?

**IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS****15 x 3 = 45**

- 1) Explain the MS word and its applications
- 2) Explain Internet, Intranet, search engine and Website ?
- 3) What are the advantages available in MS-WORD?
- 4) Describe status bar
- 5) Draw the block diagram of basic computer organisation and explain?



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## HMSTS003-BSS DIPLOMA IN HOTEL MANAGEMENT

### ONE YEAR EXAMINATION NOV-2015

#### HMSTS003-02 FRONT OFFICE MANAGEMENT - 1

TIME: 3 Hours

Marks: 100

#### INSTRUCTIONS

- \* 33 questions are there in total
- \* Write answers to each question in proportion to the mark allotted
- \* During the first 15 minutes read the questions carefully

#### I. FILL IN THE BLANKS

1 x 10 = 10

- 1) \_\_\_\_\_ is the basis of Control of reservation system.
- 2) Crib rate is applicable to children below \_\_\_\_\_ years.
- 3) Lobby staff - Five star hotel
- 4) ..... is one of the essential quality of front office staff
- 5) A pre arranged tour with a group of people travel together with the guidance of a tour leaders is  
.....
- 6) ..... has to check and sign the log book at the beginning of each shift
- 7) ..... comes under secondary travel trade
- 8) ..... is manage all activities in the lobby area
- 9) Every hotel provide self locking room doors to avoid .....
- 10) Arrival errand card is filled by .....

#### II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) What do you mean by left luggage Procedure?
- 2) What are the Special Arrangement for Groups and VIP's?
- 3) Write about Single Suite?
- 4) What is Room list?
- 5) Give name of some credit cards?
- 6) Types of plan?
- 7) What is job discription?
- 8) Define "Lost anf found procedure"
- 9) Define religious travel?
- 10) Budget hotel define

**III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS****5 x 5 = 25**

- 1) What does a travel does do?
- 2) Define Front office?
- 3) Describe about Reservation?
- 4) Describe about Occupancy Statistics?
- 5) What are the work performed by Night Auditor?
- 6) Draw the foreign Encashment Certificate?
- 7) How to Calculate the Room Position?
- 8) Explain the reception at night?

**IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS****15 x 3 = 45**

- 1) What are the front office procedures for Emergencies?
- 2) What are the department that front office Co-ordinate with?
- 3) How does front office department handled informing message?
- 4) Draw the front office organisation chart in a large hotel?
- 5) Write the qualities of a front office staff



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## HMTS003-BSS DIPLOMA IN HOTEL MANAGEMENT

### ONE YEAR EXAMINATION NOV-2015

#### HMTS003-03 FOOD & BEVARAGE SERVICE MANAGEMENT - I

TIME: 3 Hours

Marks: 100

#### INSTRUCTIONS

- \* 33 questions are there in total
- \* Write answers to each question in proportion to the mark allotted
- \* During the first 15 minutes read the questions carefully

#### I. FILL IN THE BLANKS

1 x 10 = 10

- 1) Three type of tea is \_\_\_\_\_
- 2) A live band and dance floor is mandatory in a \_\_\_\_\_
- 3) \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ or the three parts of cocktail shaker
- 4) Bith of the cocktail at-----
- 5) The alcoholic percentage of table wine is .....
- 6) Place water glass at the tip of .....
- 7) The city hotel was opened in the year.....
- 8) ..... is provision of food and drink to people on the move
- 9) Russian service is a fairly elaborate service involving the use of a-----tolley in the restaurant.
- 10) The person who is responsible for calling out the order in a kitchen is known as .....

#### II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Define Misc-en-place
- 2) What is Menu?
- 3) Define Cocktail.
- 4) Define side station.
- 5) What is pipe tobacco
- 6) Name any three types of coffee and explain each.
- 7) Write about club catering.
- 8) Write the types of coffee
- 9) Duty of Bar man?
- 10) Write the three rules for laying a table?

**III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS****5 x 5 = 25**

- 1) Explain the function of Banquet Manager.
- 2) Define French cuisine , grilling and appetiser ?
- 3) How to use the computer F&B Service Department?
- 4) International Hotel chain-How did they function?
- 5) Define and role of a food and beverage manager?
- 6) List the basic rules for laying a table in a restaurant?
- 7) Breakfast and types
- 8) Duties of an F&B Manager

**IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS****15 x 3 = 45**

- 1) Name and explain the course in a French classical menu.
- 2) Explain about the different types of services.
- 3) Explain characteristics of a menu.
- 4) Names and explain the course in a French classical menu?
- 5) What is the catering establishment and explain it?



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## HMTS003-BSS DIPLOMA IN HOTEL MANAGEMENT

### ONE YEAR EXAMINATION NOV-2015

#### HMTS003-04 ACCOMMODATION OPERATION BMANAGEMENT

TIME: 3 Hours

Marks: 100

#### INSTRUCTIONS

- \* 33 questions are there in total
- \* Write answers to each question in proportion to the mark allotted
- \* During the first 15 minutes read the questions carefully

#### I. FILL IN THE BLANKS

1 x 10 = 10

- 1) Twin room provides \_\_\_\_\_ bed.
- 2) All the housekeeping department Employees supervised by \_\_\_\_\_
- 3) Cloak room attendant report to \_\_\_\_\_
- 4) \_\_\_\_\_ is the main Communication off housekeeping department
- 5) \_\_\_\_\_ is used for leaning carpets Curtains upholstery and mattress.
- 6) \_\_\_\_\_ is the minimum linen and uniforms required to meet the daily demands.
- 7) \_\_\_\_\_ is a science of gardens and flowers.
- 8) \_\_\_\_\_ are used on beds, restaurant tables and bathrooms.
- 9) \_\_\_\_\_ is the greatest quality that housekeeping staff must have.
- 10) Lobbies comes under which area-----

#### II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) What is guest stationery?
- 2) What is breakfast knob cards?
- 3) Cabana?
- 4) What is twin Rooms?
- 5) Define briefing
- 6) Write the type of flooring?
- 7) Define Gumboots?
- 8) Hydro Extraction tumbler?
- 9) Define Green House?
- 10) Desk control Room

**III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS****5 x 5 = 25**

- 1) List out the duties of Executive Housekeeping?
- 2) What are the weekly cleaning procedures?
- 3) How to care and storage of out of service furniture?
- 4) How do clean the shopping arcade?
- 5) What is Sorting and Marking?
- 6) Describe about restaurant linen Exchange Procedure?
- 7) Exchange of linen & Uniform with laundry?
- 8) Give a notes on Executive Housekeeping?

**IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS****15 x 3 = 45**

- 1) How are the following cleaned? (a) Guest elevators (b) Restaurants (c) Function Rooms
- 2) Procedure of Bed Making?
- 3) Explain the flow of laundry activity?
- 4) Explain the procedure of Exchange of linen and uniforms?
- 5) Write a brief note on Operational budget?





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## HMTS003-BSS DIPLOMA IN HOTEL MANAGEMENT

### ONE YEAR EXAMINATION NOV-2015

#### HMTS003-05 FOOD & BEVARAGE PRODUCTION MANAGEMENT - I

TIME: 3 Hours

Marks: 100

#### INSTRUCTIONS

- \* 33 questions are there in total
- \* Write answers to each question in proportion to the mark allotted
- \* During the first 15 minutes read the questions carefully

#### I. FILL IN THE BLANKS

1 x 10 = 10

- 1) \_\_\_\_\_ is a combination of roasting and stewing.
- 2) Whipped Egg white and sugar is called as \_\_\_\_\_
- 3) Cafe means-----
- 4) Eggs of fish is known as.....
- 5) Le foie means ..... of mutton
- 6) ..... is a good stock cooked with diced meat, vegetable rice barley , macroni etc.....
- 7) Bombay duck is a .....
- 8) Basic cold Mother source is -----
- 9) When hydrogen gas is passed in a oil is called as-----
- 10) ..... is the foundation of all good soup and sauce

#### II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Define Poaching.
- 2) Define Roating methods.
- 3) Define entrée.
- 4) Write about bouillon.
- 5) Define Salamander.
- 6) Draw the organization chart of large Kitchen.
- 7) What is Macaroni?
- 8) What is Panneer?
- 9) Usage of eggs
- 10) Potage

**III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS****5 x 5 = 25**

- 1) Explain Service available in F & B Service Department.
- 2) Explain Buffet Service.
- 3) Explain the types of Room Services.
- 4) Explain the functions of Restaurant Manager.
- 5) Explain the importance of sauce in food preparation?
- 6) Explain the importance of source in food preparation?
- 7) Caramelising stages of Sugar.
- 8) Write about structure of Meats

**IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS****15 x 3 = 45**

- 1) Draw and explain the dummy waiter.
- 2) Explain Mother sauces and some of their derivatives.
- 3) Explain the special Methods of cooking.
- 4) Explain about Indian cuisine.
- 5) Define term Rechauffe and ten general direction for Rechauffe food?



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## HMTS003-BSS DIPLOMA IN HOTEL MANAGEMENT

### ONE YEAR EXAMINATION NOV-2015

#### HMTS003-06 TOURISM MANAGEMENT & PRINCIPLES OF MANAGEMENT

**TIME: 3 Hours**

**Marks: 100**

#### INSTRUCTIONS

- \* 33 questions are there in total
- \* Write answers to each question in proportion to the mark allotted
- \* During the first 15 minutes read the questions carefully

#### I. FILL IN THE BLANKS

**1 x 10 = 10**

- 1) Internal tourism may also called as \_\_\_\_\_
- 2) WTO was established in the year \_\_\_\_\_
- 3) The NTO of Singapore is \_\_\_\_\_
- 4) Expand ITDC \_\_\_\_\_
- 5) UFTAA was established in the year \_\_\_\_\_
- 6) KPN travels comes under \_\_\_\_\_ sectors of Roadways
- 7) Expansion of AWB \_\_\_\_\_
- 8) \_\_\_\_\_ is a long tunnel which is attached to the terminal building.
- 9) \_\_\_\_\_ is a section where the baggage is left by the passenger for a specified time.
- 10) Passports are classified into \_\_\_\_\_

#### II. DEFINE THE FOLLOWING

**2 x 10 = 20**

- 1) Explain work Permint VISA
- 2) Define Palace on wheels.
- 3) What is boarding pass.
- 4) What are the two types of bridge?
- 5) Define Service Panel?
- 6) Define Resorts?
- 7) What is ITTA fares?
- 8) Write about "Hyatt"
- 9) Types of Demand?
- 10) Explain professional Association?

**III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS****5 x 5 = 25**

- 1) What are the characteristics of tourism.
- 2) What are the functions of ITDC.
- 3) Explain Royal orient.
- 4) Explain exit operations.
- 5) "India-the tourist destination" Explain
- 6) How important Tourism and Economy?
- 7) Explain the functions of Management?
- 8) Explain the selection of appropriate tools of marketing?

**IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS****15 x 3 = 45**

- 1) What are the basic factors for classification of tourism?
- 2) Explain freedoms of Air agreements.
- 3) Explain the growth and development of Aviation in India.
- 4) Write about Tourism Industry?
- 5) Explain Market planning?



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## HMETS003-BSS DIPLOMA IN HOTEL MANAGEMENT

### ONE YEAR EXAMINATION NOV-2015

#### HMETS003-07 HOTEL ACCOUNTANCY & HYGEINE AND SANITATION

**TIME: 3 Hours**

**Marks: 100**

#### **INSTRUCTIONS**

- \* 33 questions are there in total
- \* Write answers to each question in proportion to the mark allotted
- \* During the first 15 minutes read the questions carefully

#### **I. FILL IN THE BLANKS**

**1 x 10 = 10**

- 1) Owner of the business is called \_\_\_\_\_
- 2) Business transactions may be classified into \_\_\_\_\_
- 3) Plant and machinery is the example of \_\_\_\_\_ account
- 4) ----- will be beneficial to promote well blood circulation
- 5) The author of the famous book 'Arthasastra'-----
- 6) The traditional approach of accounting is also called as----
- 7) The source document gives information about the nature of----
- 8) C/D means -----.
- 9) Purchase of machinery is recorded in-----.
- 10) Cash book is one of the-----books

#### **II. DEFINE THE FOLLOWING**

**2 x 10 = 20**

- 1) Define Accounting ?
- 2) What is Chlorination?
- 3) Write the Summary of Water Purification
- 4) Write the Summary of Dishwashing Process
- 5) What are liabilities?
- 6) What is compound journal entry?
- 7) What are direct expenses?
- 8) What is closing stock?
- 9) What are capital profits?
- 10) What is Bank Pass book?

**III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS****5 x 5 = 25**

- 1) What is Trial balance how it is prepared?
- 2) Write the list about two types of Cleaning Equipments?
- 3) What is Carpet Beetles?
- 4) Explain the different kinds of errors
- 5) Explain the various kinds of assets.
- 6) Explain the steps in journalizing
- 7) list out some important items which need to be adjusted at the time of preparing the final account
- 8) The trial balance shows the value of furniture on 31.3.2004 s Rs60000/-Depreciate 10% on furniture

**IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS****15 x 3 = 45**

- 1) Explain about Final accounts ?
- 2) Explain Duties of Sanitation contoller?
- 3) Draw the format of Balance sheet.
- 4) Explain briefly about outstanding expenses, prepaid expenses, Outstanding Incomes, Income received in advance, Interest on capital.
- 5) Draw the format of Statement of affairs & Statement of Profit or Loss.