



BHARAT SEVAK SAMAJ

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

HMTS001-BSS DIPLOMA IN HOTEL MANAGEMENT & TOURISM

TWO YEARS (FIRST YEAR) EXAMINATION NOV-2015

HMTS001-01 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) Noun is a Word
- 2) His uncle lives Delhi.
- 3) Brought is verb.
- 4) Scanner is a Device
- 5) MS word is used for
- 6) Paint has a box
- 7) Joystick is a.....device
- 8) DOS Means-----
- 9) A to Z key are known as.....keys
- 10) Hewell in the stage.

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Define punctuation?
- 2) What is meant by Feminine Gender?
- 3) Verb
- 4) Hardware
- 5) Font
- 6) MS access
- 7) What are the Operating System?
- 8) Enter
- 9) MS Access
- 10) Define Oar

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

- 1) Explain informal letter?
- 2) Explain few sentences using "across, at"?
- 3) Icons
- 4) Print preview
- 5) Edit
- 6) Explain any five functions in MS Excel
- 7) Explain Header and Footer
- 8) Explain the Fourth and Fifth generation of computer?

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

- 1) Write a letter to the station master requesting him to reserve two coaches for your school excursion party
- 2) Explain the MS word and its applications
- 3) Briefly explain storage unit
- 4) What are the advantages available in MS-WORD?
- 5) Explain 'Mail Merge'



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HMTS001-BSS DIPLOMA IN HOTEL MANAGEMENT & TOURISM

TWO YEARS (FIRST YEAR) EXAMINATION NOV-2015

HMTS001-02 HOTEL & TOURISM INDUSTRY

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) Expansion of GDP is-----
- 2) Travel from one country to another is -----Tourism
- 3) Internal Tourism may also called-----
- 4) Tourist leaving their country is known as-----
- 5) Excursionists are also-----
- 6) Travel from one country to another is-----tourism
- 7) Capital of Gujarat-----
- 8) G.M.T refers to-----
- 9) India has -----number of official languages
- 10)is an example of Airline hotel.

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) What is Nodals?
- 2) Ground arrangement
- 3) What is passport?
- 4) Define Ad-hoc
- 5) What are freedom of the air?
- 6) What is a IATA fares?
- 7) How international tourism to the economy?
- 8) What is WTTC?
- 9) What are the negative aspects of Tourism?
- 10) Write about Foreign tourist.

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

- 1) Write about culinary tradition?
- 2) Write about modern Tourism?
- 3) What are the freedom of air?
- 4) Write about Peninsula group?
- 5) Role of travel agent in tourism?
- 6) Write about "peninsula" group.
- 7) What are the characteristic of Tourism?
- 8) Write about Fares.

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

- 1) India is a country of all "season and all reason" justify this statement?
- 2) Write about Tourism Industry?
- 3) What is your opinion about Mumbai and India's west?
- 4) Role of north thought Delhi
- 5) Role of a travel agent in Tourism industry.



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HMTS001-BSS DIPLOMA IN HOTEL MANAGEMENT & TOURISM

TWO YEARS (FIRST YEAR) EXAMINATION NOV-2015

HMTS001-03 FRONT OFFICE 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) The first inn go nack to-----Bc
- 2) The first Motels are called-----
- 3) Front office cashier reports to-----
- 4) Travel agent pass on-----to the customers.
- 5) The firwst Motel are called-----
- 6) The hotel which is located at the heat of the city is refered to as-----
- 7) The room export is prepared by thedepartment
- 8) An example of surface transportation is.....
- 9) A plan which includes charges for bed, breakfast and two means is called.....
- 10) IATA is association of-----

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Define Inn
- 2) Define travel of sports?
- 3) Define Check-in?
- 4) Define Business Hotel?
- 5) What are the procedure when a guest is paying by a personel cheques?
- 6) Explain Skippers?
- 7) Departure notification slip
- 8) Food Plan
- 9) Write the two gromming standards for men?
- 10) Define check- in?

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

- 1) Write about bed and breakfast?
- 2) Explain Housekeeping?
- 3) Explain organisation of a room service?
- 4) Describe briefly the modes through which reservation requests are received
- 5) Basic duties and responsibilities of Luggage Porter
- 6) What is VIP procedure?
- 7) What are the purposes of travel?
- 8) What is "City Ledger"?

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

- 1) Draw a diagram of the organisation structure of a large hotel?
- 2) Explain International and Domestic Travellers?
- 3) Write basic duties for a receptionist
- 4) Organisation chart of a large hotel
- 5) Draw the front office organisation chart in a large hotel?



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TWO YEARS (FIRST YEAR) EXAMINATION NOV-2015

HMTS001-04 F & B 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) Normally allowance are given to -----groups
- 2) Playing system used for -----the guest
- 3) The desired shape for turning vegetable is -----
- 4) The ratio of butter and flour for a beurre name is-----
- 5) Real caviar is the salted roe of a -----fish
- 6) Ham is taken from-----
- 7) Cooking is defined as -----
- 8) -----is a living micro organisam
- 9) The correct method of cookery to be used when cooking spinach is-----
- 10) The Indian term for spices is-----

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) What are procedure when a guest is paying by a personal cheques?
- 2) Define French Cuisine?
- 3) Define hotel categories's location?
- 4) Define pricing places?
- 5) Define room altertant?
- 6) In types of room.
- 7) Define force Meat?
- 8) What is mincing?
- 9) Define Braising
- 10) What is Buffet

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

- 1) Describe about Charters?
- 2) Explain Indian Cuisine?write some popular Indian Dishes?
- 3) Define Dressing give examples of dressing and explain each?
- 4) Explain the floor linen room(pantry)
- 5) Give a notes on Executive Housekeeping?
- 6) What are the records kept in the floor linen room?
- 7) Explain the importance of sauce in food preparation?
- 8) i)Caviar ii)Oysters iii)Smoked salmon

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

- 1) Front Office Procedure for emergency?
- 2) What is the procedure for the handling credit card?
- 3) Draw flow chart of methods of cooking.Explain each with basic rules?
- 4) Explain the Mother sauce and its Derivatives?
- 5) What is soup?explain the types of soups?



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TWO YEARS (FIRST YEAR) EXAMINATION NOV-2015

HMTS001-05 F & B 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) Sambuca is served with
- 2) English service is often referred to
- 3) Jam and, is the preservative food, which is served in breakfast.
- 4) Wine is a..... beverages
- 5) Bloody mary is a best example forbased cocktail
- 6) Custard is the mixture made of.....&.....
- 7) Birth of the cocktail is.....
- 8) A normal cigar length.....
- 9) French term of Appetiser.....
- 10) OOO.....

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Name two salad which is common in star hotels
- 2) How do you receive the guest in the restaurant?
- 3) Define side station
- 4) Define Butter/Valet?
- 5) Write about club catering?
- 6) Write about K.O.T
- 7) What is briefing
- 8) What are the requirements of a cover ?
- 9) What is restaurant?
- 10) Define Butter/ Valet

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

- 1) What is pre plated service?
- 2) What is continental breakfast?
- 3) What is a waiter's kit?
- 4) Who is host?
- 5) what is the golden Rules for service?
- 6) How to serve the White and Rose wine?
- 7) Explain the distinguish between Ala carte menu and table de hotel?
- 8) The points to be remembered while taking a Banquest booking

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

- 1) Explain the American Service and silver service.
- 2) Draw the Organization of F&B department and explain duties of the staff
- 3) Write the duties and responsibility of a good waiter
- 4) What is Catering establishment and explain it?
- 5) What is the catering establishment and explain it?



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TWO YEARS (FIRST YEAR) EXAMINATION NOV-2015

HMTS001-06 HOUSEKEEPING 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) Lobbies comes under which area-----
- 2) A property which provides full ownership of units is called a-----
- 3) Beverage stous come under the -----department
- 4) Lobbies come under which area
- 5) A person who handles the entire house keeping dept at night is.....
- 6) Briefing should last no longer than ----- minutes
- 7) ----- keeps all special message & request of guest.
- 8) The lowest designation in a housekeeping dept is-----.
- 9) Name two different types of water used ----- and -----.
- 10) ----- cleaning is done frequently in the hotel.

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Memo book
- 2) What is Duplex Suite?
- 3) What is duplex?
- 4) What does "For your Care Kit Contain"?
- 5) Which light is turned during evening side?
- 6) What is scanty baggage?
- 7) Give different room codes followed for different rooms report?
- 8) What is size of bath towel and pool towel?
- 9) What is job specification?
- 10) What is the abbreviation stands on duty chart?

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

- 1) Describe about the making of bed?
- 2) Briefing
- 3) What do you mean by hospitality in house keeping?
- 4) What is function of Laundry department?
- 5) Describe the duties of house- keeper supervisor?
- 6) Name different fittings used in hotel guest rooms?
- 7) What is the motel, Resort hotel, Transcend hotel?
- 8) What are the advantages of plastic bucket to that of galvanized iron bucket?

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

- 1) Write about fire prevention, type of extinguisher's, distribution of Extinguishers?
- 2) Job Descriptions of a Housekeeping personnal
- 3) What are the two types of Budget and Explain?
- 4) Explain the co-ordination of H.K. department with other departments?
- 5) The term means the hidden areas of a room which are not visible at first sight while cleaning a room



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TWO YEARS (FINAL YEAR) EXAMINATION NOV-2015

HMTS001-13 TOURISM 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) Gateway of India is situated in.....
- 2) Silent valley national park situated in.....
- 3) Ooty's flower show is conducted in the month of.....
- 4) Kodaikanal is known as.....
- 5)department deal with the placement of staff
- 6)is the first hotel took over by KTDC
- 7) Excursion are also-----
- 8) Only-----% of earth is surface is find
- 9) The right to overfly is the freedom of-----
- 10) Wild life is an example of-----Tourism

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Define Tourism
- 2) Home Stay
- 3) Motel
- 4) KTDC
- 5) Infrastructure of Tourism
- 6) Edackal cave
- 7) Pilgrimage Tourism
- 8) Baggage Tag
- 9) Write about "Hyatt"
- 10) Define grading

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

- 1) The tourist attraction in Ernakulam District
- 2) What are the festivals in the capital which help in the promotions of tourisms
- 3) How tourism create employment opportunities
- 4) Why is the difference between a Hotel and a Lodge
- 5) Explain the accommodation facilities in Kumarakom
- 6) Who is a bonofide guest
- 7) What is Domestic Tourism?
- 8) How important Tourism and Economy?

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

- 1) Advantages and disadvantages of tourism
- 2) Explain any festivals of Kerala
- 3) Wild life Sanctuaries of Kerala
- 4) Which are the main hotel groups in India
- 5) Write about Tourism Industry?



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TWO YEARS (FINAL YEAR) EXAMINATION NOV-2015

HMTS001-14 FRONT OFFICE MANAGEMENT - II

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) Capital of Japan -----
- 2) Trvelodge is example of-----
- 3) The real growth of modern hotel industry took place-----
- 4) Flowers to VIPs are provide in the room by the-----department
- 5) IATA refers to-----
- 6) The room report is prepared by-----department
- 7) A travel agent makes his money from hotel through-----
- 8) The lobby is controled by-----is lay hotels.
- 9) Room only is-----plan
- 10) An example of surface transportation is-----

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Types of plan?
- 2) Give a note on front office?
- 3) Explain skipper?
- 4) Explain the procedure event of a fire in the hotel?
- 5) What is job discription?
- 6) Define log book
- 7) What is paging?
- 8) Prepare the job description of front office?
- 9) Give name of some credit cards?
- 10) What is wake call procedure?

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

- 1) Explain about Lobby desk?
- 2) Draw the organisational hierarchy of a large hotel and small hotel ?
- 3) What are the main function of information section?
- 4) What are the essential task of the reception assistant at night?
- 5) What is IATA and its role?
- 6) Explain briefly about Reception?
- 7) What is IATA and its work?
- 8) Explain foreign currency?

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

- 1) Qualities of Front Office staff?
- 2) Origin of hotel industry?
- 3) Draw a diagram of organisation structures of a small hotel?
- 4) What is the procedure for handling credit cards
- 5) Explain different types of service of food and beverage service department?



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TWO YEARS (FINAL YEAR) EXAMINATION NOV-2015

HMTS001-15 F & B PRODUCTION MANAGEMENT - II

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) Cooking is defined as a-----
- 2) Basic cold Mother source is -----
- 3) The ratio of butter and flour for roux is-----
- 4) In French menu cheese is used as a separate course during the meal is called-----
- 5) The ideal storage of egg is-----
- 6) Chena Murgji is a-----
- 7) Thin soup is known as-----
- 8) Cut into long narrow pieces is
- 9)is used in making dough for chappathies
- 10) Food cooked by hot air in a closed pan is.....

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Define force meat?
- 2) Explain about origin of cooking?
- 3) What are the advantages of American service?
- 4) What are salamis?
- 5) Define Appetiser?
- 6) Explain about pork?
- 7) Write about raising agents?
- 8) Carte de jou
- 9) Augrain
- 10) Toumedos steak are cut from the end of the fillet

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

- 1) Explain the principle of pastry making?
- 2) Write about Indian Menu?
- 3) Explain about Fats & Oils
- 4) Explain about store control and Food control?
- 5) What are the signs of a Fresh and Young Chicken?
- 6) Explain the three types of menu?
- 7) Give notes on types of meal?
- 8) What are the spices used in India cookery

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

- 1) Explain Chinese Cuisine with technique of Chinese cooking?
- 2) Write briefly about Pulse, Rice and Cereal cooking
- 3) What are the special points to consider when planning a menu
- 4) Draw the classification chart of soup and explain
- 5) What are the pre-preparation of ingredients ?



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TWO YEARS (FINAL YEAR) EXAMINATION NOV-2015

HMTS001-16 F & B SERVICE MANAGEMENT - II

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) Beer is made from-----
- 2) ASP stands for-----
- 3) Coffee is made from-----
- 4) -----is the mixer of the non- alcoholic beverages
- 5) Size of the cigarette is-----
- 6) -----is the long cigar with straight edges
- 7) Cocktail is mixture of-----
- 8) Pils export is a -----beer
- 9) -----is the king of Brandy
- 10) -----is the outer wrapping of the beer.

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) What is Amenties?
- 2) What is restaurant?
- 3) How to prevent fire?
- 4) Write a three rules of laying a table?
- 5) Write about K.O.T?
- 6) Write about fire safety?
- 7) Define torpedor cigar?
- 8) Describe duties of captain?
- 9) Write the three rules for laying a table?
- 10) Name two types of coffee and explain each?

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

- 1) How to serve the white and rose wine?
- 2) Explain the term coffee shop?
- 3) How to make presentable cocktail?
- 4) Write about budget control?
- 5) Explain the functions and duties of F&B Manager?
- 6) Define hotel and explain some hotels?
- 7) Name some popular wines of France?
- 8) Explain about spirits?

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

- 1) Write detail answer on catering establishment with flow chart?
- 2) Explain about non-alcoholic beverages?
- 3) Names and explain the course in a French classical menu?
- 4) Draw and explain the Dummy waiter?
- 5) What is wine and explain about the service of red, rose and white wine in detail



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TWO YEARS (FINAL YEAR) EXAMINATION NOV-2015

HMTS001-17 HOTEL ACCOUNTING & BOOK KEEPING

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 an incomplete record of transaction.
- 2) Incomplete record is a-----
- 3) -----is written document in support of transaction.
- 4) Furniture A/C is a -----A/C
- 5) ____ is an incomplete record of accounts
- 6) Book-keeping is an art of recording -----
- 7) An account is a ----- of relevant business transaction
- 8) A person who owes money to the business is called _____
- 9) _____ is a written document in support of transaction.
- 10) "Debit what comes in & credit what goes out" this principle comes to the account of_____

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Draw the format of trading A/C
- 2) What is single entry system?
- 3) What is compound entry?
- 4) Who is Debtor and Creditor?
- 5) Distinguish between Accounting and Accountancy?
- 6) Who is a proprietor?
- 7) Define Accounting
- 8) Define Journal
- 9) What is Revenue Expenditure?
- 10) Give the name of three countries and their currencies.

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

- 1) Explain posting?
- 2) Explain cash flow statement?
- 3) Draw the format of "Double column cash book"
- 4) Explain cash flow statements?
- 5) What is Trial balance how it is prepared?
- 6) Distinguish between Book - keeping and Accounting
- 7) What are the merits of Double entry system?
- 8) Explain the Branches of accounting.

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

- 1) Explain types of Accounts?
- 2) Draw the format of Trading A/C and explain?
- 3) Explain the branches of accounting?
- 4) Vignesh & Co. purchased a machinery for Rs.9000 on 1st January 1991. It is depreciated at 10% per year.
At the end of the third year it was sold for Rs.6500/- Pass journal entries and prepare the depreciation account for the firm.
- 5) Draw the format of Balance Sheet.