1.	Aloo ke Gutke is a dish from regional cu	iisin	e of:
	(1) Haryana	(2)	Uttarakhand
	(3) Kashmir	(4)	Sikkim
2.	Makhanas were traditionally eaten dur now relished across the country and eve	1000	religious fasts, especially in It is old as cocktail snack.
	(1) Bihar	25 (2)	Rajasthan
	(3) Gujarat	(4)	Kerala
3.	Carrots are popular root vegetables, riare said to have origins from:	ch s	ource of Vitamin 'A' and Vitamin 'C' and
	(1) India	(2)	Egypt
	(3) Afghanistan	(4)	Japan
4.	been on a bumpy journey and now a ur	niver	16th century, the humble potato has since sal vegetable. The Major producers are :
	(1) China & Nepal	\$5. 70	Japan & Korea
	(3) Turkey & Spain	(4)	China & India
5.	Popular spice Asafoetida is also known	as:	
	(1) Devils' Dung	(2)	Pimento
	(3) Berbere	(4)	Carom
6.	Bouquet Garni is a bundle of herbs us soups & stews. The basic composition i  (1) Dill, Fennel & Bay leaf		n classic French cooking to season stocks,
	(2) Coriander Springs/Stems, Cardam	nom	and Chives
	(3) Parsley Springs/stems, Anise and I	Bay	leaf
	(4) Parsley Sprigs / stems, Thyme and		
7.	Perceived heat of Chile peppers is teste	d or	ı:
	(1) The Peprika Scale		The Chile Scale
	(3) The Jalapenos Scale	(4)	) The Scoville Scale
8.	Water boiled with seasoning and flavor lemon juice, is called as It		ngs with an acitic medium, such as wine or sually used to poach oily fish.
	(1) Broth	(2	) Court Bouillon
	(3) Fumet	(4	) Remouillage

9.	Match List-I with Li	ist II and select the co	orrect answer from the codes given below:	
	List-I		List-II	
	(Soups)		(Nation)	
	(A) Puree of Pumpl	kin	(I) Italy	
	(B) Lobster Bisque		(II) England	
	(C) Clam Chowder		(III) France	
	(D) Minestrone		(IV)USA	
	Codes:			
	(A) (B)	(C) (D)		
	(1) IV II	III I		
	(2) III II	I IV		
	The contract of the contract o	IV I		
	(4) III II	IV I		
10.	Aioli and Chantilly	are derivatives of	Sauce :	
	(1) Béchamel	(2) Veloute	(3) Hollandaise (4) Mayonnaise	
11.	Sapodillas are also	popularly known as:	:	
	(1) Mud Apples		(3) Dragon Fruits (4) Kiwi Fruits	
12.	Cabbage, Brussels si		belongs to category of vegetables:	
	(1) Brassica	produc una box choy	(2) Fruit Vegetables	
	(3) Pods & Seeds		(4) Baby Vegetables	
10	The state of the s			
13.	is usually:	itat classification, the	e physical shape and meat of sea water fishe	3
	(1) Round Fish & C	Dilv	(2) Round Fish & White	
	(3) Flat Fish & Oily		(4) Flat Fish & White	
4.4				
14.		clear seal that holds		
	(1) Vitelline	(2) Chalazae	(3) Air Cell (4) Albumen	
15.		nical strainer used f	or straining liquids and a popular equipmen	t
	used in Boiling :			
	(1) Brat Pan	(2) Chinios	(3) Colander (4) Boiling Kettle	
16.	is whol	le, pasteurized and	treated so that fat globules are broken to th	e
		no separation of fat f		
	(1) Homogenized I	Milk	(2) Skimmed Milk	
	(3) Butter Milk		(4) Condensed Milk	
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17.	Which type of dough is used in	ı making Jalel	oi, waffle, pan ca	ke and cake :	
	(1) Exceptionally Soft	80.00	Soft		
	(3) Moderately Soft	(4)	Batter		
18.	Baguette is also known as:				
	(1) German Bread (2) Spanis	h Bread (3)	Italian Bread	(4) French Bread	
19.	Hot Cross Bun is a bread from during Easter.		It is popular cel	ebration bread, esp	ecially
	(1) Germany (2) UK	(3)	USA	(4) Italy	
20.	is a rich dark chovery similar to Victorian Sp chocolate, this sponge relies urich.	onge. The o	aly difference is	s that instead of i	melted
	(1) Genoise	(2)	Chiffon Cake		
	(3) Devil's Food Cake	(4)	Madeira Spong	re	
21.	is a dish from Kashi (1) Heddar (2) Gosht		ushrooms are co Guchi Khumb		vy.
22.	Which of the following is not a	classification	of Hotels based	l on Location ?	
	(1) Downtown Hotels		Airport Hotels		
	(3) Floatels	2 2	Heritage Hotel	s	
23.	These are made up of coarse size of a carpet square or a prevent excessive dirt during (1) Drugget (3) Chamois Leather	runner. They bad weather ( (2)	are placed on	the floor in doorw	
24.	Which of the following is not	a guest room	supply?		
	(1) Dutch Wife	(2)	Shoe Mitts		
	(3) Breakfast Knob Cards	(4)	Loofah Pads		
25.	Water is referred to as the process. The presence of calcimineral content is between	um and/or M	agnesium makes	s it hard water. Who	en the
	(1) 60-90 ppm (2) 60-12	0 ppm (3)	180-240 ppm	(4) 240-300 ppm	
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26.	ECOLAB and TASK is used as:	(I are popularly use	ed cl	eaning agent! br	ands	s in hotels. TASKI RS
	(1) Furniture Maint	tainer	(2)	Air Freshener		
	(3) Floor Cleaner		(4)	Bathroom Clean	ner	
27.	Those guest supplied leaving the property		l to b	e used up or tal	ken a	away by the guest on
	(1) Guest Amenitie	·s	(2)	Guest Expenda	bles	
3.	(3) Guest Essentials	S .	(4)	Guest loan Item	ns	
28.	These are common "naperon":	ly used F & B Line	en al	so called as "ov	er la	ys", "throw overs" or
	(1) Slip Cloths	(2) Table Cloths	(3)	Baize Cloths	(4)	Waiter's Cloths
29.	refers to cupboard when fold				loo	ks like a bookshelf or
	(1) Hollywood Bed	l (2) Studio Bed	(3)	Sico Bed	(4)	Couch
30.	The oldest survivin	6 <del>7</del> 0	dates	back 2680 and i	s be	lieved to be from Old
	(1) Egypt	(2) Roman Pompe	eii (3)	Indus	(4)	of Baharain
31.	cleanir rooms.	ng is the term used	l for	a periodic annu	ıal cl	eaning of hotel guest
	(1) Initial	(2) Periodic	(3)	Block	(4)	Spring
32.	the sides and foot of		or le	ngth skirting of	fabr	ic that extends around
	(1) Dust Ruffle	(2) Duvet	(3)	Mitring Sheet	(4)	Coverlet
33.		ial range of laundr s water conditioner	5 5	oducts used in h	notel	s. Which amongst the
	(1) Clax Rinse		(2)	Clax Ultra		
	(3) Clax Sornil	8	(4)	) Clax Suspende	ed Ex	ctra
34.	Which amongst the	e following is an exa	ampl	e of Reducing Bl	each	13
	(1) Sodium Bleach	ı	(2	) Sodium Perbo	rate	
	(3) Sodium Hydro	sulphite	(4	) Hydrogen Per	oxid	e .
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35.	Complete the seque i Flush	nce of wash cycle ir	n laundry, choosing t	he codes given below:
	ii Intermediate Ri	nse		
	iii Rinse			
	iv Sour / Softener	/. Starch / Sizing		
	v Break			
	vi Suds			
	vii Bleach			
	viii Intermediate Ex	tract		
	ix Final Extract			
	Codes:			
	(1) iii, iv, ii, vi, v, vi			
	(2) ii, iii, iv, v, vii, v			
	<ul><li>(3) i, v, vi, ii, vii, iii</li><li>(4) i, vi, ii, v, vii, iii</li></ul>			
00				
36.		ylated Spirit is used		cellulosic fabrics of
	(1) Betel Leaf		(2) Fruit /Fruit Ju	ice
600000	(3) Lipstick		(4) Mustard	
37.		98 - 708X	chefs. It is a type of by the 13th century	hat with a narrow brim on French Chefs.
	(1) Toque	(2) Tope	(3) Capee	(4) Hatee
38.	mature in about 3.5	-	ife of about 8.5 mont	
	(1) Oriental	(2) German	(3) Russian	(4) Indian
39.	Prang's Colour Syst	tem represents	colours on a C	Colour Wheel :
	(1) 09	(2) 12	(3) 15	(4) 02
40.	As per Munsell Col	lour System, there a	re princ	ipal hues :
	(1) Three	(2) Five	(3) Six	(4) Ten
41.				nd wine. It serves coffee as nted menus, is called as:
	(1) Bistro	(2) Brasserie	(3) Coffee Shop	(4) Carvery
42.	The fast food conce	ept was first introdu	iced in:	
	(1) UK	(2) USA	(3) USSR	(4) Japan
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43.	It is a sweetened dessert often stabilized with gela	atine and chilled	l in a	mould. This is	knov	wn as:	1
	(1) Barguette (2)	Terrine	(3)	Mousse	(4)	Vol-au-ve	nt
44.	glass is used fo	r Sherry and sm	allei	version is for li	ique	urs:	
						Flute	
45.	is oval or rect and such items :	angular, dish us	sed 1	for presenting h	nors	d'oeuvres,	pasta, rice
	(1) Ravier (2)	Ramekin	(3)	Cocotte dish	(4)	Carafe	
46.	Dummy Waiter refers to	:					差
	(1) Booster Seats		(2)	F & B Personne	1		
	(3) Side Board		2000 0000 0	Toad Box			
47.	It is believed that the	torm "Monu" x	1470 C	used in	TA	hon Duke	. Hopey of
77.	Brunswick was seen refe						e rieiny or
		1641	-	1741		1841	
40					10 10		S21 0
48.	Select the correct sequen below:	ice of courses of	Frer	nch Classical Me	enu,	using the	codes given
	i Hors d'oeuvre	<i>2</i> 0					
	ii Potage						
	iii Poisson						
	iv Oeufs / Farineux						
	vi Sorbet vii Releve						
	viii Roti	*					
	ix Entremets	at					
	x Legumes						
	xi Fromage / Savoure	ux					
	xii Dessert						
	xiii Cafe						
	Codes:						
	(1) i, ii, iii, iv, v , vi, vii,		201120				
	(2) i, iii, iv, ii, v, vi, vii,						
	(3) i, ii. iv, iii, v, vi, vii,						
	(4) i, ii, iv, iii, v, vii, vi,	VIII, X, IX, XI, XII,	XIII				

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49.	There are many types of consomme whi The consomme with savoury custard cub			ling	to the garnish	used.
	(1) Royale	(2)	Brunoise			
	(3) Carmen	(4)	Garibaldi			
50.	Cafe Complet is the term used in the serv	rice	of:			
	(1) American Breakfast	(2)	Continental Brea	akfas	st	
	(3) Indian Breakfast	(4)	English Breakfas	st		
51.	The order of service of Full Afternoon Te	ea Se	ervices is :			
	(1) Beverages - Buttered Scones - Sandw	rich	es - Toasted Item	s		
	(2) Beverages - Toasted Items - Sandwiches - Buttered Scones					
	(3) Beverages - Sandwiches - Toasted Items - Buttered Scones					
	(4) Beverages - Sandwiches - Buttered S	con	es - Toasted Item	s		
52.	is a herbal tea.					
	(1) Tisane (2) Baveuse	(3)	Cloche	(4)	Kipper	
53.	Which one of the following information	is n	ot necessary on K	COT	?	
	(1) Table Number	(2)	Waiter Number			
	(3) Managers Name	(4)	Date			
54.	Bin Number is noted on BOT while writ	ing	order of :			
	(1) Whisky (2) Rum	(3)	Cocktail	(4)	Bottle of Wine	
55.	Spirit / Liqueur is used to ma	ike	Speciality Coffee	, Ca	fe Royale :	
	(1) Vodka (2) Rum	(3)	Cognac	(4)	Scotch	
56.	Green Tea is mixed with fragrant stam	ens	of Lotus, allowi	ng i	t to absorb the	Lotus
	flavor. It is usually taken without milk.					
	(1) Vietnam (2) Middle East	(3)	India	(4)	North Africa	
57.	Cona Coffee is made by :					
	(1) Filter Methanol	(2)				
	(3) Vacuum Infusion Method	(4)	Turkish Metho	d		
58.			TOTAL STATE OF THE			
	(1) Chardonnay	25 25	Sauvignon Blar	nc		
M Ph	(3) Semillion  il /Ph D /URS-FF-Nov -2018/(Hotal Mat.)	255	Syrah			РΤО

59.	introduce (1) Don Perignon	ed Champagne to the		rld : G.H. Muming		
	(3) Moet et Chando	on	03 0200	Joseph Perrier		
60.	Ashok Hotel New I (1) 1949	Delhi was founded in (2) 1955		1956	(4)	1966
61.	lodging property in	London sometime is	n :	745-347-0-00X		Devonshire to name a
62.	23	(2) 1760 did the organised ex	((%) 6)	1860 nce of Indian Ho	30	1960 Industry start to take
	place: (1) Colonial Era (3) Ancient Era		88 50	Modern Era Po Medieval Era	st Ind	dependence
63.	attached open terra	m generally located ce or open sky space	::			of hotels and has an
	<ul><li>(1) Parlour</li><li>(3) Pent House</li></ul>		550 150	Efficiency Roor Lanai	n	
64.		ee, who provides in s, tour and travel arra (2) Concierge	ange		as:	zed services such as  Night Auditor
65.	A scientific metho	d, used to determine	ne t	he room rent, b	oasec	l on the principle of commodation plus a
	<ul><li>(1) Hubbart Forms</li><li>(3) Volume Pricing</li></ul>		1000	Cost Based Pric Competitive Pr	_	27
66.	for all the visitors a	arriving at the hotel:		· · · · · · · · · · · · · · · · · · ·		intained by innkeeper
67.	(1) Form C	(2) Form F the behaviour of the	1020 51	Form B	(4)	Form A
07.	(1) Attitudinal Cor (3) Unusual Comp	nplaint	(2)	Mechanical Co Service Compl		aint
68.	A statement that shotel:	shows the balance o	f the	e guest's financi	al ob	oligations towards the
	<ul><li>(1) Guest Folio</li><li>(3) Bill to Compar</li></ul>	ny		Split Folio Incidental Foli	0	
M Ph	I /Ph D /URS_EE_N	ov -2018/(Hotel Mat	1/(5)	T-7)/(A)		

69.	It is the ratio of the number of rooms sol (1) High Balance Report (3) Room Report	(2)	the total number of saleable rooms : House Count Occupancy Percentage		
70.	The key that can open door locks of all called: (1) Grand Master Key (3) Floor Key	(2)	rooms, even if they are double locked Section key Master Key	lis	
71.	Fire caused by oil, petroleum and non ic (1) Class A (2) Class B		solvents is classified as : Class C (4) Class D		
72.	Occupancy percentage multiplied by AI (1) Rev Par (2) House limit		s called : Rack Rate (4) ARG		
73.	The lowest rate for a given date in hotel (1) Rack Rate (2) Discounted Rate				
74.	<ul> <li>Which of these are 4 P'S of Marketing?</li> <li>(1) Product, Price, Place, Promotion</li> <li>(2) Product, Price, People, Promotion</li> <li>(3) Product, Process, People, Promotion</li> <li>(4) Product, Place, Promotion, Physical</li> </ul>		dence		
75.	It refers to estimating and preparing a who might be contacted for getting bush (1) Promotion Mix (2) Prospecting	ines		ıals	
76.	Which theory assumes that people a responsibilities if possible ?  (1) Theory X  (2) Theory Y		naturally lazy and will avoid work a  Theory Z (4) None of the Above		
77.	Who said "Management is a multip manages a manager and manages work (1) Harold Konntz (3) Knneth O Donell	er a (2)		ess,	
78.	Maslow's Need Theory is based on : (1) Organizational Needs (3) Human Needs	200	Market Needs Government Needs		
79.	Enhancement of job satisfaction and theoretical perspective of work design (1) Process Improvement (3) Job Characteristics Model	(2)	ductivity are key characteristics of what Techno-Structural Change Model Socio-Technical System	hich	
M.Ph	M.Phil./Ph.D./URS-EE-Nov2018/(Hotel Mgt.)/(SET-Z)/(A) P. T. O.				

80.	<ul> <li>What does the acronym SMART stand for?</li> <li>(1) Suitable, Measurable, Actionable, Rewarded and Timely</li> <li>(2) Specific, Measurable, Actionable, Resources and Timely</li> <li>(3) Standardized, Measurable, Achievable, Rewarded and Timely</li> <li>(4) Specific, Measurable, Achievable, Rewarded and Timely</li> </ul>					
81.	9 8 F 62					
	<ul> <li>(1) Making people's strengths effective and their weaknesses irrelevant.</li> <li>(2) Enhancing the ability of people to contribute.</li> <li>(3) To operate the organization's status system.</li> <li>(4) Integrating people in a common venture by thinking through, setting and exemplifying the organisational objectives, values and goals</li> </ul>					
82.	Which feature does not form one of Faye (1) Esprit de corps (3) Order	ol's 14 principles of Management ? (2) Initiative (4) Individualism				
83.	Which of the following is not included it (1) Identifying what tasks need to be car (2) When and how tasks are to be carried (3) The number of tasks to be carried on (4) The payment rates for the tasks carr	rried out ed out ut				
84.	What is the first step in a control proces (1) Allocate resources (3) Select a strategy	s ?  (2) Choose key personnel for the task  (4) Set standards				
85.	Marketing Myopia is when companies: (1) are committed to marketing concep (3) are committed to customer					
86.	The micro environment of a firm consist (1) suppliers, consumers, competitors at (2) suppliers, consumers, technology at (3) suppliers, consumers, competitors, (4) Competitors, government, political	and government nd laws public and intermediaries				
87.	The acquisition of one or more competically Booster Seats  (3) Forward Integration	<ul><li>(2) Backward Integration</li><li>(4) Vertical Integration</li></ul>				
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88.	Giving buyers a too narrow picture of t	the co	ompany is known as :
	(1) Over Positioning	(2)	Confused Positioning
	(3) Under Positioning	(4)	Prepositioning
89.	The price strategy that involves sett insensitive is termed as:	ting a	a high price when the market is price
	(1) Prestige Pricing	(2)	Marketing - Penetration Pricing
	(3) Market Skimming Pricing	(4)	Product - Bundle Pricing
90.	Match the following:		
	TERM		MEANING
	I. Brand	A :	A strategy of using an established brand to promote a product in a different category.
	II. Brand Equity	B:	A set of assets related with a brand that helps generate more revenue & profit.
	III. Brand Extension	C :	The sum total of perceptions held by a customer about the brand.
	IV. Brand Image	D:	A perpetual entity that belongs to consumer's mind.
	I II III IV		
	(1) A B C D		
	(2) D B A C		
	(3) B A C D (4) C B A D		
	3.5		
91.	AIDA stands for:		
	(1) Awareness, Interest, Desire, Attrac		T <sub>i</sub>
	(2) Awareness, Information, Desire, A		ae
	<ul><li>(3) Awareness, Interest, Desire, Action</li><li>(4) Awareness, Interest, Decision, Act</li></ul>		
92.	5503	-	
	(1) Direct and Indirect	980000	Horizontal and Vertical
	(3) Horizontal and Diagonal	(4)	Simple and Complex
93.	Research aims at elucidating the object/situation/concept under study		and primary characteristics about the
	(1) Descriptive Research	(2)	Causal Research
	(3) Conclusive Research	(4)	Exploratory Research
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94.	In which research design a single sample of the identified population is studied over a stretched period of time?
	(1) Two -Tired Research Design
	(2) Cross - Sectional Survey
	(3) Longitudinal Study Design
	(4) Exploratory Research Design
95.	In a Scale, a respondent is presented with two objects and is asked to select one according to whatever criterion he/she wants to use :
	(1) Rank Order (2) Constant Sum
	(3) Q - Sort (4) Paired Comparison
96.	A negatively skewed distribution is when:
	(1) Mode is maximum & mean is least and median lies in between mode and mean
	(2) Mean is maximum & mode is least and median lies in between mode and mean
	(3) Median is maximum & mode is least and mean lies in between mode and median
	(4) Mode is maximum & median is least and lies in between mode and median
97.	A positive correlation is present when
	(1) Two variables move in opposite direction
	(2) Two variables move in same direction
	(3) One variable goes up & one goes down
	(4) Several variables never change
98.	The denominator of the Z- Scale formula is:
	(1) The Standard Deviation (2) The Range
	(3) The Mean (4) The Mode
99.	For the application of Chi- Square test, expected frequency in each cell should be:
	(1) at least 2 (2) zero
	(3) at least 10 (4) at least 5
100.	are the sub Functions of directing:
	(1) Communication, Motivation, Leadership
	(2) Communication, Coordination, Leadership
	(3) Coordination, Controlling, Communication
	(4) Planning, Communication, Training
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1. A small restaurant that serves, moderately priced meals and wine. It serves co			priced meals and wine. It serves coffee as				
		well. The service is quick and informal. I	lt m	ay not have printed menus, is called as:			
		(1) Bistro	(2)	Brasserie			
		(3) Coffee Shop	(4)	Carvery			
	2.	2. The fast food concept was first introduced in:					
		(1) UK	(2)	USA			
		(3) USSR	(4)	Japan			
	3. It is a sweetened dessert in which the base ingredient is folded with whipped cream often stabilized with gelatine and chilled in a mould. This is known as:						
		(1) Barguette	(2)	Terrine			
		(3) Mousse	(4)	Vol-au-vent			
	4.	glass is used for Sherry and sr	nall	er version is for liqueurs :			
		(1) Elgin	(2)	Slim Jim			
		(3) Worthington	(4)	Flute			
	5.	is oval or rectangular, dish ı	usec	l for presenting hors d'oeuvres, pasta, rice			
		and such items:					
		(1) Ravier	(2)	Ramekin			
		(3) Cocotte dish	(4	) Carafe			
	6.	Dummy Waiter refers to:					
		(1) Booster Seats	(2	) F & B Personnel			
		(3) Side Board	(4	) Toad Box			
	7.			as used in When Duke Henry of			
		Brunswick was seen referring to a shee					
		(1) 1541		2) 1641			
-	g 701	(3) 1741		E) 1841 SET-Z)/(B) P. T. O			
V	/1.l'h	il./Ph.D./URS-EE-Nov2018/(Hotel Mgt	.)/(5	DET-Z)/(D) F. I. O			

8.	Select the correct sequence of cour below:	eses of French Classical Menu, using the codes given				
	i Hors d'oeuvre					
	ii Potage					
	iii Poisson					
	iv Oeufs / Farineux					
	v Entree					
	vi Sorbet					
	vii Releve					
	viii Roti					
	ix Entremets					
	x Legumes					
	xi Fromage / Savoureux					
	xii Dessert					
	xiii Cafe					
	Codes:					
	(1) i, ii, iii, iv, v, vi, vii, viii, x, ix, xi, xii, xi					
	(2) i, iii, iv, ii, v, vi, vii, viii, x, ix, x					
	(3) i, ii. iv, iii, v, vi, vii, viii, x, ix,					
	(4) i, ii, iv, iii, v, vii, vi, viii, x, ix,	xi, xii, xiii				
9.	There are many types of consomme which are named according to the garnish used.					
	The consomme with savoury cust					
	(1) Royale	(2) Brunoise				
	(3) Carmen	(4) Garibaldi				
40						
10.	Cafe Complet is the term used in t	the service of :				
	(1) American Breakfast	(2) Continental Breakfast				
	(3) Indian Breakfast	(4) English Breakfast				
11.	Fire caused by oil, petroleum and	non ionic solvents is classified as:				
	(1) Class A (2) Class B	(3) Class C (4) Class D				
12.	Occupancy percentage multiplied	20 Med 2				
	(1) Rev Par (2) House lin	*				
10	14					
13.	The lowest rate for a given date in	ALCOHOLOGICAL MARKATINE CONTRACTOR AND				
		d Rate (3) Hurdle Rate (4) Close Rate				
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14.	<ul> <li>Which of these are 4 P'S of Marketing?</li> <li>(1) Product, Price, Place, Promotion</li> <li>(2) Product, Price, People, Promotion</li> <li>(3) Product, Process, People, Promotion</li> <li>(4) Product, Place, Promotion, Physical Evi</li> </ul>		in the second se
15.	It refers to estimating and preparing a list who might be contacted for getting busines (1) Promotion Mix (2) Prospecting (3)	S:	uals
16.	Which theory assumes that people are responsibilities if possible?  (1) Theory X (2) Theory Y (3)	naturally lazy and will avoid work  Theory Z (4) None of the Abo	
17.	(1) I lui Old I toldies	ourpose organ that manages a busin and work? ) Peter Drucker ) None of the Above	ness,
18.	(3) Human Needs (4	) Market Needs ) Government Needs	
19.	theoretical perspective of work design: (1) Process Improvement (2)	oductivity are key characteristics of v 2) Techno-Structural Change Model 4) Socio-Technical System	vhich
20.	What does the acronym SMART stand for (1) Suitable, Measurable, Actionable, Rev. (2) Specific, Measurable, Actionable, Res. (3) Standardized, Measurable, Achievable (4) Specific, Measurable, Achievable, Rev.	varded and Timely ources and Timely e, Rewarded and Timely	
21	<ul> <li>AIDA stands for:</li> <li>(1) Awareness, Interest, Desire, Attraction</li> <li>(2) Awareness, Information, Desire, Atti</li> <li>(3) Awareness, Interest, Desire, Action</li> <li>(4) Awareness, Interest, Decision, Action</li> </ul>	tude	3
22	(1) Direct and Indirect	y : (2) Horizontal and Vertical (4) Simple and Complex	
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23.	Research aims at elucidating the dobject/situation/concept under study:	ata and primary characteristics about the			
	(1) Descriptive Research	(2) Causal Research			
	(3) Conclusive Research	(4) Exploratory Research			
24.	In which research design a single samp a stretched period of time?	ple of the identified population is studied over			
	(1) Two -Tired Research Design	(2) Cross - Sectional Survey			
	(3) Longitudinal Study Design	(4) Exploratory Research Design			
25.	In a Scale, a respondent is prone according to whatever criterion he/	esented with two objects and is asked to selec she wants to use :			
	(1) Rank Order	(2) Constant Sum			
	(3) Q - Sort	(4) Paired Comparison			
26.	A negatively skewed distribution is who	en ;			
	(1) Mode is maximum & mean is least and median lies in between mode and mean				
		and median lies in between mode and mean			
		st and mean lies in between mode and median			
		et and lies in between mode and median			
27.	A positive correlation is present when .				
	(1) Two variables move in opposite dir				
	(2) Two variables move in same directi				
	(3) One variable goes up & one goes do	own			
	(4) Several variables never change				
28.	The denominator of the Z-Scale formul	a is :			
	(1) The Standard Deviation	(2) The Range			
	(3) The Mean	(4) The Mode			
29.	For the application of Chi- Square test,	expected frequency in each cell should be:			
	(1) at least 2 (2) zero	(3) at least 10 (4) at least 5			
30.	are the sub Functions of direct	ing:			
	(1) Communication, Motivation, Leade	1000			
	(2) Communication, Coordination, Lea	*			
	(3) Coordination, Controlling, Communication,				
	(4) Planning, Communication, Training				
l.Phil	./Ph.D./URS-EE-Nov2018/(Hotel Mgt.)				

31.	Aloo ke Gutke is a dish from regional cuisine of:			
	(1)	Haryana	(2)	Uttarakhand
	(3)	Kashmir	(4)	Sikkim
32.		khanas were traditionally eaten du v relished across the country and ev		religious fasts, especially in It is old as cocktail snack.
	(1)	Bihar	(2)	Rajasthan
	(3)	Gujarat	(4)	Kerala
33.		rots are popular root vegetables, r said to have origins from :	ich s	ource of Vitamin 'A' and Vitamin 'C' and
	(1)	India	(2)	Egypt
	(3)	Afghanistan	(4)	Japan
34.	Un bee	known beyond South America unti en on a bumpy journey and now a u	l the niver	16th century, the humble potato has since sal vegetable. The Major producers are :
	(1)	China & Nepal	(2)	Japan & Korea
	(3)	Turkey & Spain	(4)	China & India
35.	Po	pular spice Asafoetida is also know	n as :	
		Devils' Dung	(2)	Pimento
	(3)	Berbere	(4)	Carom
36.	SO	ups & stews. The basic composition		in classic French cooking to season stocks,
		Dill, Fennel & Bay leaf  Coriander Springs/ Stems, Carda	mom	and Chives
	0.00	3000 N		
		Parsley Springs/stems, Anise and Parsley Sprigs/stems, Thyme and		
37.		erceived heat of Chile peppers is test		
		The Peprika Scale	(2	
		) The Jalapenos Scale	35	) The Scoville Scale
38.	W le	ater boiled with seasoning and flat mon juice, is called as	ouri . It is	
	(1	) Broth	(2	2) Court Bouillon
	(3	) Fumet	(4	l) Remouillage
M.Ph	il./F	h.D./URS-EE-Nov2018/(Hotel Mg	gt.)/(S	SET-Z)/(B) P. T. O.

39.	Match List-I with List	II and select the co	orrect answer from t	he codes given below :
	List-I		List-II	
	(Soups)		(Nation)	
	(A) Puree of Pumpkin		(I) Italy	
	(B) Lobster Bisque		(II) England	
	(C) Clam Chowder		(III) France	
	(D) Minestrone		(IV)USA	
	Codes:		(1.)0011	
	(A) (B) (C)	) (D)		
	(1)  IV  II  III		1.0	
	(2) III II I	IV		
	(3) II III IV	S +51		
	(4) III II IV			
40.	Aioli and Chantilly and			
-40.	Aioli and Chantilly are			
	(1) Béchamel (2)	) Veloute	(3) Hollandaise	(4) Mayonnaise
41.	The order of service of	Full Afternoon T	ea Services is :	
	(1) Beverages - Butter	ed Scones - Sandv	viches - Toasted Item	ns
	(2) Beverages - Toaste	d Items - Sandwi	ches - Buttered Scone	es
	(3) Beverages - Sandw			
*	(4) Beverages - Sandw			
42.	is a herbal te			
12.		) Baveuse	(2) Closh-	(4) 77.
	(1) Tisane (2)	) baveuse	(3) Cloche	(4) Kipper
43.	Which one of the follow	wing information	is not necessary on I	KOT?
	(1) Table Number		(2) Waiter Number	*
	(3) Managers Name		(4) Date	
44.	Rin Number is noted a	n POT while weit	· 1	
77.	Bin Number is noted o		AND THE PROPERTY AND ADDRESS OF THE PROPERTY ADDRESS O	
	(1) Whisky (2)	) Rum	(3) Cocktail	(4) Bottle of Wine
45.	Spirit / Liq	ueur is used to ma	ake Speciality Coffee	, Cafe Royale :
	Va.	) Rum	(3) Cognac	(4) Scotch
46.	Creen Tea is mixed w	rith functions at		**************************************
40.	flavor It is usually tak	on without milk	iens of Lotus, allowi	ng it to absorb the Lotus
	flavor. It is usually tak (1) Vietnam (2)	) Middle East		
	200		(3) India	(4) North Africa
M.Phi	l./Ph.D./URS-EE-Nov2	2018/(Hotel Mgt.)	/(SET-Z)/(B)	

47.	Cona Coffee is made by:	O) Demontor Mathe
	,	<ul><li>2) Percolator Method</li><li>4) Turkish Method</li></ul>
48.	Which amongst the following is not a who (1) Chardonnay	60-MC Distributed Sent Section Co. Act Co. Section Co.
49.	( )	world : (2) G.H. Muming (4) Joseph Perrier
50.		(3) 1956 (4) 1966
51.	lodging property in London sometime in	ne by the fifth Duke of Devonshire to name a  1: (3) 1860 (4) 1960
52.	place : (1) Colonial Era	stence of Indian Hotel Industry start to take  (2) Modern Era Post Independence  (4) Medieval Era
53.	is a room generally located attached open terrace or open sky space  (1) Parlour  (3) Pent House	on the top most floor of hotels and has an :  (2) Efficiency Room  (4) Lanai
54.	<ul> <li>The hotel employee, who provides infidinner reservations, tour and travel arra</li> <li>(1) Bell Boy</li> <li>(2) Concierge</li> </ul>	formation and personalized services such as ngement is known as:  (3) Valet  (4) Night Auditor
55.	<ul> <li>A scientific method, used to determine covering all the cost that is incurred reasonable return on investment:</li> <li>(1) Hubbart Formula</li> <li>(3) Volume Pricing</li> </ul>	ne the room rent, based on the principle of d in providing the accommodation plus a  (2) Cost Based Pricing  (4) Competitive Pricing
56.	for all the visitors arriving at the hotel:	nation required to be maintained by innkeeper  (3) Form B (4) Form A
M.Ph	(1) Form C (2) Form F hil./Ph.D./URS-EE-Nov2018/(Hotel Mgt.)	

	A complaint about the behaviour of the hotel staff is:			
	(1) Attitudinal Complaint	(2) Mechanical Complaint		
	(3) Unusual Complaint	(4) Service Complaint		
58.	A statement that shows the balance of hotel:	the guest's financial obligations towards the		
	(1) Guest Folio	(2) Split Folio		
	(3) Bill to Company	(4) Incidental Folio		
59.	It is the ratio of the number of rooms sol	ld to the total number of saleable rooms :		
	(1) High Balance Report	(2) House Count		
	(3) Room Report	(4) Occupancy Percentage		
60.	The key that can open door locks of all called:	l the rooms, even if they are double locked is		
	(1) Grand Master Key	(2) Section key		
	(3) Floor Key	(4) Master Key		
61.	is a dish from Kashmir, wher (1) Heddar (2) Goshtaba	re mushrooms are cooked in Yakhni Gravy. (3) Guchi Khumb (4) Al Yakhni		
	A compared to the part of the	(2) 111 14111111		
62	Which of the following is not a classifier	ation of Hatalaharad au Lauria 2		
62.	Which of the following is not a classification.  (1) Downtown Hotels			
62.	(1) Downtown Hotels	(2) Airport Hotels		
	<ul><li>(1) Downtown Hotels</li><li>(3) Floatels</li></ul>	<ul><li>(2) Airport Hotels</li><li>(4) Heritage Hotels</li></ul>		
62. 63.	<ul><li>(1) Downtown Hotels</li><li>(3) Floatels</li><li>These are made up of coarse linen, fin</li></ul>	(2) Airport Hotels (4) Heritage Hotels be canvas or clear plastic. They may be of the They are placed on the floor in doorways to		
	<ul><li>(1) Downtown Hotels</li><li>(3) Floatels</li><li>These are made up of coarse linen, fin size of a carpet square or a runner. To the square of a runner of the square of a runner of the square of a runner.</li></ul>	(2) Airport Hotels (4) Heritage Hotels be canvas or clear plastic. They may be of the They are placed on the floor in doorways to		
	<ul><li>(1) Downtown Hotels</li><li>(3) Floatels</li><li>These are made up of coarse linen, fin size of a carpet square or a runner. T prevent excessive dirt during bad weath</li></ul>	(2) Airport Hotels (4) Heritage Hotels be canvas or clear plastic. They may be of the They are placed on the floor in doorways to the or redecorations.		
	<ol> <li>(1) Downtown Hotels</li> <li>(3) Floatels</li> <li>These are made up of coarse linen, fin size of a carpet square or a runner. The prevent excessive dirt during bad weath</li> <li>(1) Drugget</li> <li>(3) Chamois Leather</li> </ol>	<ul> <li>(2) Airport Hotels</li> <li>(4) Heritage Hotels</li> <li>as canvas or clear plastic. They may be of the They are placed on the floor in doorways to her or redecorations.</li> <li>(2) Hearth Cloth</li> <li>(4) Cloth Mittens</li> </ul>		
63.	<ul> <li>(1) Downtown Hotels</li> <li>(3) Floatels</li> <li>These are made up of coarse linen, fin size of a carpet square or a runner. The prevent excessive dirt during bad weath</li> <li>(1) Drugget</li> </ul>	<ul> <li>(2) Airport Hotels</li> <li>(4) Heritage Hotels</li> <li>as canvas or clear plastic. They may be of the They are placed on the floor in doorways to her or redecorations.</li> <li>(2) Hearth Cloth</li> <li>(4) Cloth Mittens</li> <li>som supply?</li> </ul>		
63.	<ol> <li>(1) Downtown Hotels</li> <li>(3) Floatels</li> <li>These are made up of coarse linen, fin size of a carpet square or a runner. The prevent excessive dirt during bad weath</li> <li>(1) Drugget</li> <li>(3) Chamois Leather</li> <li>Which of the following is not a guest rown.</li> </ol>	<ul> <li>(2) Airport Hotels</li> <li>(4) Heritage Hotels</li> <li>as canvas or clear plastic. They may be of the They are placed on the floor in doorways to her or redecorations.</li> <li>(2) Hearth Cloth</li> <li>(4) Cloth Mittens</li> </ul>		
63.	<ol> <li>(1) Downtown Hotels</li> <li>(3) Floatels</li> <li>These are made up of coarse linen, fin size of a carpet square or a runner. The prevent excessive dirt during bad weath (1) Drugget</li> <li>(3) Chamois Leather</li> <li>Which of the following is not a guest rown (1) Dutch Wife</li> <li>(3) Breakfast Knob Cards</li> <li>Water is referred to as the universal process. The presence of calcium and/or</li> </ol>	<ul> <li>(2) Airport Hotels</li> <li>(4) Heritage Hotels</li> <li>ae canvas or clear plastic. They may be of the They are placed on the floor in doorways to her or redecorations.</li> <li>(2) Hearth Cloth</li> <li>(4) Cloth Mittens</li> <li>com supply?</li> <li>(2) Shoe Mitts</li> </ul>		

66.	<ul><li>66. ECOLAB and TASKI are popularly used is used as:</li><li>(1) Furniture Maintainer</li></ul>			cleaning agent! brands in hotels. TASKI RS  2) Air Freshener		
	(3) Floor Cleaner	iner		Bathroom Clear	ner	
67.	77. Those guest supplies that are expected the leaving the property are:			e used up or tak	ken away by the gu	iest on
	(1) Guest Amenities		<ul><li>(2) Guest Expendables</li><li>(4) Guest loan Items</li></ul>			
68.	<b>68.</b> These are commonly used F & B Liner "naperon":		n also called as "over lays", "throw overs" or			ers" or
	(1) Slip Cloths (2	2) Table Cloths	(3)	Baize Cloths	(4) Waiter's Cloth	ıs
69.	cupboard when folde	d away. Also knov	vn a	s Murphy Bed :		helf or
70	(1) Hollywood Bed (2	35	8 8	Sico Bed	(4) Couch	01.1
70.	The oldest surviving Kingdom		ates	Dack 2680 and 19	s believed to be fro	om Ola
	(1) Egypt (2	2) Roman Pompei	i(3)	Indus	(4) of Baharain	
71.	Sapodillas are also po (1) Mud Apples (2	73 74		Dragon Fruits	(4) Kiwi Fruits	
72.			belongs to category of vegetables:			
	(1) Brassica		500	Fruit Vegetable		
	(3) Pods & Seeds		1000 50	Baby Vegetable		
73.	On the basis of habit is usually:	at classification, th	e pl	nysical shape and	d meat of sea wate	r fishes
	(1) Round Fish & Oi	ly	(2)	Round Fish & V	White	
	(3) Flat Fish & Oily		(4)	Flat Fish & Wh	ite	
74.	is the c			00,	70 11	
	37 SZ	2) Chalazae		Air Cell	30 (C)	
75.	is a con used in Boiling :	ical strainer used	tor s	straining liquids	and a popular equ	iipment
		(2) Chinios	(3)	Colander	(4) Boiling Kettle	2
<b>76.</b> is whole, pasteurized and extent that there is no separation of fat f				globules are broke	n to the	
	(1) Homogenized M	lilk		Skimmed Milk		
M.Phi	(3) Butter Milk il/Ph.D./URS-EE-Nov.	2018/(Hotel Mot		Condensed Mi ET-Z)/(B)	IIK	P. T. O.
	M.Phil./Ph.D./URS-EE-Nov2018/(Hotel Mgt.)/(SET-Z)/(B) P. T. O.					

77.	Which type of dough is used in making Jalebi, waffle, pan cake and cake:				
	(1) Exceptionally Soft (2) Soft (3) Moderately Soft (4) Rettor				
70	(3) Moderately Soft (4) Batter				
78.	Baguette is also known as : (1) German Bread (2) Spanish Bread (3) Italian Bread (4) French Bread				
79.	Hot Cross Bun is a bread from It is popular celebration bread, especially during Easter.				
	(1) Germany (2) UK (3) USA (4) Italy				
80.	is a rich dark chocolate cake and is made by creaming method which is very similar to Victorian Sponge. The only difference is that instead of melted chocolate, this sponge relies upon cocoa powder, which makes it more profound and rich.				
	(1) Genoise (2) Chiffon Cake				
	(3) Devil's Food Cake (4) Madeira Sponge				
81.	<ul> <li>Which one of the following is not one of Drucker's five guiding principles of management?</li> <li>(1) Making people's strengths effective and their weaknesses irrelevant.</li> <li>(2) Enhancing the ability of people to contribute.</li> <li>(3) To operate the organization's status system.</li> <li>(4) Integrating people in a common venture by thinking through, setting and exemplifying the organisational objectives, values and goals</li> </ul>				
82.	Which feature does not form one of Fayol's 14 principles of Management?  (1) Esprit de corps (2) Initiative (3) Order (4) Individualism				
83.	Which of the following is not included in a job design?  (1) Identifying what tasks need to be carried out  (2) When and how tasks are to be carried out  (3) The number of tasks to be carried out  (4) The payment rates for the tasks carried out				
84.	What is the first step in a control process?  (1) Allocate resources (2) Choose key personnel for the task (3) Select a strategy (4) Set standards				
85.	Marketing Myopia is when companies:  (1) are committed to marketing concept (2) become obsessed with product  (3) are committed to customer (4) emphasize product promotion				
M.Ph	M.Phil./Ph.D./URS-EE-Nov2018/(Hotel Mgt.)/(SET-Z)/(B)				

86.	The micro environment of a firm consists of:  (1) suppliers, consumers, competitors and government  (2) suppliers, consumers, technology and laws  (3) suppliers, consumers, competitors, public and intermediaries  (4) Competitors, government, political and culture				
87.	The acquisition of one or more compet (1) Booster Seats (3) Forward Integration	itors is an example of :  (2) Backward Integration  (4) Vertical Integration			
88.	Giving buyers a too narrow picture of (1) Over Positioning (3) Under Positioning	the company is known as:  (2) Confused Positioning  (4) Prepositioning			
89.	The price strategy that involves set insensitive is termed as:  (1) Prestige Pricing  (3) Market Skimming Pricing	(2) Marketing - Penetration Pricing (4) Product - Bundle Pricing			
90.	Match the following: TERM I. Brand	MEANING  A: A strategy of using an established brand to promote a product in a different category.			
	II. Brand Equity III. Brand Extension	<ul><li>B: A set of assets related with a brand that helps generate more revenue &amp; profit.</li><li>C: The sum total of perceptions held by a customer about the brand.</li></ul>			
	IV. Brand Image  I II III IV (1) A B C D (2) D B A C (3) B A C D (4) C B A D	D: A perpetual entity that belongs to consumer's mind.			
91.	19 to	ed for a periodic annual cleaning of hotel guest			
00	(1) Initial (2) Periodic	(3) Block (4) Spring			
92.	the sides and foot of the bed.	loor length skirting of fabric that extends around  (3) Mitring Sheet (4) Coverlet			
И.Ph	(1) Dust Ruffle (2) Duvet il./Ph.D./URS-EE-Nov2018/(Hotel M	2000 M. C. S.			

93.	<b>93.</b> Clax is a commercial range of laundry products used in hotels. Which amor following is used as water conditioner:				
	(1) Clax Rinse		(2) Clax Ultra		
	(3) Clax Sornil		(4) Clax Suspende	d Extra	
94.	Which amongst the	following is an exam	nple of Reducing Blo	each :	
	(1) Sodium Bleach		(2) Sodium Perbor		
	(3) Sodium Hydro	sulphite	(4) Hydrogen Pero	oxide	
95.	Complete the seque	ence of wash cycle in	laundry, choosing t	he codes given below :	
	i Flush	1 4			
	ii Intermediate R	inse			
	iii Rinse				
	iv Sour / Softener	/. Starch / Sizing			
	v Break				
	vi Suds	<u></u>			
	vii Bleach				
	viii Intermediate Ex	xtract			
	ix Final Extract				
	Codes:				
	(1) iii, iv, ii, vi, v, v		(2) ii, iii, iv, v, vii,	vi, viii, ix, i	
	(3) i, v, vi, ii, vii, iii	, viii, iv, ix	(4) i, vi, ii, v, vii, ii	i, viii, iv, ix	
96.	Glycerine and Meth	ylated Spirit is used	to remove stains on	cellulosic fabrics of	
	(1) Betel Leaf	(2) Fruit /Fruit Juic		(4) Mustard	
97.	is a trad	itional headgear of c	thefs. It is a type of l	nat with a narrow brim on	
	no brim at all. they	were made popular	by the 13th century	French Chefs.	
	(1) Toque	(2) Tope	(3) Capee	(4) Hatee	
98.	Cockroad	ches grow 10-15mm	in length and are	lighter yellowish brown,	
	mature in about 3.5	months and have li	fe of about 8.5 month	ns:	
	(1) Oriental	(2) German	(3) Russian	(4) Indian	
99.	Prano's Colour Syet	tam represents			
	(1) 09	(2) 12	colours on a Co		
	* * SCOO	OF STATE OF	(3) 15	(4) 02	
100.	As per Munsell Col	our System, there ar	e princi	pal hues :	
	(1) Three	(2) Five	(3) Six	(4) Ten	
M.Phil	M.Phil./Ph.D./URS-EE-Nov2018/(Hotel Mgt.)/(SET-Z)/(B)				

1.	is a dish from Kashmir, where (1) Heddar (2) Goshtaba	e mushrooms are cooked in Yakhni Gravy.  (3) Guchi Khumb (4) Al Yakhni	
2.	Which of the following is not a classifica		
	(1) Downtown Hotels	(2) Airport Hotels	
	(3) Floatels	(4) Heritage Hotels	
3.		e canvas or clear plastic. They may be of the hey are placed on the floor in doorways to her or redecorations.  (2) Hearth Cloth  (4) Cloth Mittens	
4.	Which of the following is not a guest room	om supply ?	
	(1) Dutch Wife	(2) Shoe Mitts	
	(3) Breakfast Knob Cards	(4) Loofah Pads	
5.	process. The presence of calcium and/o mineral content is between pp	solvent, this is the prime agent in cleaning r Magnesium makes it hard water. When the m, the water is set to be moderately hard:  (3) 180-240 ppm (4) 240-300 ppm	
6.	ECOLAB and TASKI are popularly use is used as:	ed cleaning agent! brands in hotels. TASKI RS	
	(1) Furniture Maintainer	(2) Air Freshener	
	(3) Floor Cleaner	(4) Bathroom Cleaner	
7.	Those guest supplies that are expected leaving the property are:  (1) Guest Amenities  (3) Guest Essentials	to be used up or taken away by the guest on  (2) Guest Expendables  (4) Guest loan Items	
0	* *		
8.	"naperon":	en also called as "over lays", "throw overs" or	
	(1) Slip Cloths (2) Table Cloths	(3) Baize Cloths (4) Waiter's Cloths	
9.	refers to a bed that folds to cupboard when folded away. Also known	up into the walls and looks like a bookshelf or wn as Murphy Bed :	100.00
	(1) Hollywood Bed (2) Studio Bed	(3) Sico Bed (4) Couch	
M.Ph	il./Ph.D./URS-EE-Nov2018/(Hotel Mgt.	)/(SET-Z)/(C) P. T. C	).

		The oldest survivir Kingdom		re dates back 2680 ar	nd is bel	ieved to be from Old
		(1) Egypt	(2) Roman Por	mpeii(3) Indus	(4)	of Baharain
	11.	<ul><li>(2) Beverages - To</li><li>(3) Beverages - San</li></ul>	ttered Scones - Sa asted Items - San ndwiches - Toast	on Tea Services is : andwiches - Toasted I dwiches - Buttered Se ed Items - Buttered Se red Scones - Toasted I	cones	
	12.	is a herba	ıl tea.			
		(1) Tisane	(2) Baveuse	(3) Cloche	(4)	Kipper
	13.	Which one of the fo (1) Table Number (3) Managers Nan		ition is not necessary (2) Waiter Nun (4) Date		?
	14.	Bin Number is note (1) Whisky	ed on BOT while (2) Rum	writing order of : (3) Cocktail	(4)	Bottle of Wine
	15.		Liqueur is used t (2) Rum	to make Speciality Co (3) Cognac		fe Royale : Scotch
	16.	Green Tea is mixe flavor. It is usually (1) Vietnam	d with fragrant taken without m (2) Middle Eas	nilk is known	for Lot	it to absorb the Lotus us Tea. North Africa
	17.	Cona Coffee is mad (1) Filter Methand (3) Vacuum Infus	ol	(2) Percolator M (4) Turkish Me		
	18.	Which amongst the (1) Chardonnay (3) Semillion	e following is no	t a white grape ?  (2) Sauvignon  (4) Syrah	Blanc	
	19.	introdu (1) Don Perignon (3) Moet et Chanc	- 1-2	to the world : (2) G.H. Mumi (4) Joseph Perr	_	
	20.	Ashok Hotel New (1) 1949	Delhi was found (2) 1955	led in	(4)	1966
N	M.Phil	l./Ph.D./URS-EE-N	ov2018/(Hotel N	Mgt.)/(SET-Z)/(C)		

21.	<ul><li>management?</li><li>(1) Making people's strengths effective at the control of the ability of people to control of the control of the ability of people to control of the control of the ability of people to control of the con</li></ul>	ontribute. system. venture by thinking through, setting and					
22.	Which feature does not form one of Fayo (1) Esprit de corps (3) Order	ol's 14 principles of Management ? (2) Initiative (4) Individualism					
23.	Which of the following is not included in a job design?  (1) Identifying what tasks need to be carried out  (2) When and how tasks are to be carried out  (3) The number of tasks to be carried out  (4) The payment rates for the tasks carried out						
24.	What is the first step in a control process (1) Allocate resources (3) Select a strategy	<ul><li>(2) Choose key personnel for the task</li><li>(4) Set standards</li></ul>					
25.	Marketing Myopia is when companies: (1) are committed to marketing concept (3) are committed to customer	(2) become obsessed with product (4) emphasize product promotion					
26.	The micro environment of a firm consist (1) suppliers, consumers, competitors at (2) suppliers, consumers, technology ar (3) suppliers, consumers, competitors, p. (4) Competitors, government, political at	nd government nd laws oublic and intermediaries					
27.	The acquisition of one or more competit (1) Booster Seats (3) Forward Integration	ors is an example of :  (2) Backward Integration  (4) Vertical Integration					
28.	Giving buyers a too narrow picture of the (1) Over Positioning (3) Under Positioning	ne company is known as :  (2) Confused Positioning  (4) Prepositioning					
29.	The price strategy that involves setti insensitive is termed as:  (1) Prestige Pricing  (3) Market Skimming Pricing	ng a high price when the market is price  (2) Marketing - Penetration Pricing  (4) Product - Bundle Pricing					
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<b>30.</b> Match the follow	wing :
-----------------------------	--------

## **TERM**

- I. Brand
- II. Brand Equity
- III. Brand Extension
- IV. Brand Image

I II III IV

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

## **MEANING**

- A: A strategy of using an established brand to promote a product in a different category.
- B: A set of assets related with a brand that helps generate more revenue & profit.
- C: The sum total of perceptions held by a customer about the brand.
- D: A perpetual entity that belongs to consumer's mind.

- **31.** Fire caused by oil, petroleum and non ionic solvents is classified as:
  - (1) Class A
- (2) Class B
- (3) Class C
- (4) Class D
- **32.** Occupancy percentage multiplied by ADR is called:
  - (1) Rev Par
- (2) House limit
- (3) Rack Rate
- (4) ARG
- **33.** The lowest rate for a given date in hotel is known as:
  - (1) Rack Rate
- (2) Discounted Rate (3) Hurdle Rate
- (4) Close Rate

- **34.** Which of these are 4 P'S of Marketing?
  - (1) Product, Price, Place, Promotion
  - (2) Product, Price, People, Promotion
  - (3) Product, Process, People, Promotion
  - (4) Product, Place, Promotion, Physical Evidence
- **35.** It refers to estimating and preparing a list of profitable companies and individuals who might be contacted for getting business:
  - (1) Promotion Mix (2) Prospecting
- (3) Distribution
- (4) Demand
- **36.** Which theory assumes that people are naturally lazy and will avoid work and responsibilities if possible?
  - (1) Theory X
- (2) Theory Y
- (3) Theory Z
- (4) None of the Above

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37.	manages a manager and manages worker	er ai			
	<ul><li>(1) Harold Konntz</li><li>(3) Knneth O Donell</li></ul>		Peter Drucker None of the Above		
38.	Maslow's Need Theory is based on : (1) Organizational Needs (3) Human Needs	100	Market Needs Government Needs		
39.	Enhancement of job satisfaction and patheoretical perspective of work design:  (1) Process Improvement  (3) Job Characteristics Model		uctivity are key characteristics of which  Techno-Structural Change Model  Socio-Technical System		
40.	What does the acronym SMART stand f (1) Suitable, Measurable, Actionable, R (2) Specific, Measurable, Actionable, R (3) Standardized, Measurable, Achieva (4) Specific, Measurable, Achievable, R	ewa esou ble,	rces and Timely Rewarded and Timely		
41.	Aloo ke Gutke is a dish from regional co (1) Haryana (3) Kashmir	(2)	ne of : Uttarakhand Sikkim		
42.	2 M	ring en s (2)	religious fasts, especially in It is		
43.	1000000 000 000 000 000 000 000	ch s	source of Vitamin 'A' and Vitamin 'C' and Egypt		
	(3) Afghanistan		Japan		
44.			16th century, the humble potato has since rsal vegetable. The Major producers are :		
	<ul><li>(1) China &amp; Nepal</li><li>(3) Turkey &amp; Spain</li></ul>	(2)	Japan & Korea China & India		
45.	Popular spice Asafoetida is also known (1) Devils' Dung (3) Berbere	(2)	Pimento		
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46.	Bouquet Garni is a bundle of herbs used in classic French cooking to season stocks, soups & stews. The basic composition is:								
	(1) Dill, Fennel & Ba								
		gs/ Stems, Cardamo	om and Chives						
		stems, Anise and B							
	(4) Parsley Sprigs/s								
47.	Perceived heat of Chile peppers is tested on:								
77.	(1) The Peprika Scal		(2) The Chile Scale						
4	(3) The Jalapenos So		(4) The Scoville Scale						
40	5-41 24 - 24		288. 2						
48.	3. Water boiled with seasoning and flavourings with an acitic medium, such as wine lemon juice, is called as It is usually used to poach oily fish.								
	(1) Broth	i as It is		ch ony fish.					
	(3) Fumet		(2) Court Bouillon						
			(4) Remouillage						
49.		st II and select the co		ne codes given below :					
	List-I		List-II						
	(Soups)		(Nation)						
	(A) Puree of Pumpk	in	(I) Italy						
	(B) Lobster Bisque		(II) England						
	(C) Clam Chowder		(III) France						
	(D) Minestrone		(IV)USA						
	Codes:								
		(C) (D)							
	A STATE OF THE STA	III I							
	(2) III II (3) II III	I IV IV I							
		IV I							
50.	50 AT		C						
50.	Aioli and Chantilly a (1) Béchamel			(4) 34					
			(3) Hollandaise						
51.	rooms.	g is the term used	for a periodic annua	al cleaning of hotel guest					
	A CONTRACTOR OF THE PROPERTY O	(2) Periodic	(3) Block	(4) Spring					
<b>E</b> 0		200	at at a						
52.	the sides and foot of	ted, decorative, floc	or length skirting of f	abric that extends around					
			(3) Mitring Sheet	(4) Coverlet					
M.Phi	l./Ph.D./URS-EE-Nov			(2) COTOTICE					

53.	Clax is a commercial range of laundry products used in hotels. Which amongst the following is used as water conditioner:					
	(1) Clax Rinse	(2)	Clax Ultra			
	(3) Clax Sornil	(4)	Clax Suspended	Extra		
54.	Which amongst the following	ng is an example	of Reducing Blea	ich:		
	(1) Sodium Bleach	(2)	Sodium Perbora	te		
	(3) Sodium Hydrosulphite	(4)	Hydrogen Perox	cide		
55.	Complete the sequence of w	ash cycle in lau	ndry, choosing th	e codes given belo	w:	
	i Flush					
	ii Intermediate Rinse					
	iii Rinse					
	iv Sour / Softener /. Starc	h / Sizing				
	v Break					
	vi Suds					
	vii Bleach					
	viii Intermediate Extract					
	ix Final Extract					
	Codes:					
	(1) iii, iv, ii, vi, v, vii, viii, ix	к, i				
	(2) ii, iii, iv, v, vii, vi, viii, i	x, i				
	(3) i, v, vi, ii, vii, iii, viii, iv,	ix				
	(4) i, vi, ii, v, vii, iii, viii, iv,	ix				
56.	Glycerine and Methylated S	pirit is used to r	emove stains on c	ellulosic fabrics of		
	(1) Betel Leaf	200.000	Fruit /Fruit Jui			
	(3) Lipstick	(4)	Mustard			
57.	is a traditional h	eadgear of chef	s. It is a type of h	at with a narrow	brim on	
	no brim at all. they were m	1077				
	(1) Toque (2) To	pe (3)	Capee	(4) Hatee		
· 58.	Cockroaches gro	ow 10-15mm in	length, and are	lighter yellowish	brown,	
	mature in about 3.5 months		H N 1077	1.77 S		
	(1) Oriental (2) Ge	erman (3	) Russian	(4) Indian		
59.	Prang's Colour System rep	resents	colours on a Co	olour Wheel :		
	(1) 09 (2) 12		) 15	(4) 02		
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60.	As per Munsell Colour System, there are principal hues:							
	(1) Three	(2)	Five	(3)	Six	ii 2	(4)	Ten
61.	Sapodillas are also J	popi	ularly known as	:				
	(1) Mud Apples	(2)	Brown Apples	(3)	Drag	gon Fruits	(4)	Kiwi Fruits
62.	Cabbage, Brussels s	prou	its and bok choy	belo	ngs to	o	ca	tegory of vegetables:
	(1) Brassica		)2 25	(2)	Fruit	t Vegetable	S	
	(3) Pods & Seeds			(4)	Baby	Vegetable	es.	
63.	On the basis of hab is usually:	itat	classification, th	e ph	ıysica	l shape and	d me	eat of sea water fishes
	(1) Round Fish & C	Dilv		(2)	Rou	nd Fish & V	Λ/hit	0
	(3) Flat Fish & Oily					Fish & Wh		C
64.	is the		er soal that holds	10. 10				
04.	(1) Vitelline		Chalazae		2000 PM	Cell	(4)	Albumen
65	\$0.50	000000000						
65.	used in Boiling :	nica	il strainer used f	or s	traini	ng liquids	and	a popular equipment
	(1) Brat Pan	(2)	Chinios	(3)	Cola	nder	(4)	Boiling Kettle
66.	is who	le, p	asteurized and	trea	ted so	that fat g	lobi	ales are broken to the
	extent that there is:	no s	eparation of fat f	rom	Milk			
	(1) Homogenized	Milk		(2) Skimmed Milk				
	(3) Butter Milk			(4) Condensed Milk				
67.	Which type of doug	gh is	used in making	Jale	bi, wa	affle, pan c	ake a	and cake :
	(1) Exceptionally S	Soft		(2)	Soft			
	(3) Moderately So	ft		(4)	Batt	er		
68.	Baguette is also kno	own	as:					
	(1) German Bread	(2)	Spanish Bread	(3)	Itali	an Bread	(4)	French Bread
69.	Hot Cross Bun is a during Easter.	brea	ad from		. It is	popular ce	lebra	ation bread, especially
	(1) Germany	(2)	UK	(3)	USA	Λ	(4)	Italy
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70.	very similar to Victorian Sponge. The	e or	nd is made by creaming method which is ally difference is that instead of melted wder, which makes it more profound and
	(1) Genoise	(2)	Chiffon Cake
	(3) Devil's Food Cake	(4)	Madeira Sponge
71.	A small restaurant that serves, moderat well. The service is quick and informal.  (1) Bistro	It m	priced meals and wine. It serves coffee as ay not have printed menus, is called as:  Brasserie
	(3) Coffee Shop	98 - S\$60.	Carvery
72		, ,	*
72.	The fast food concept was first introduc  (1) UK		USA
	(3) USSR		Japan
70			
73.	often stabilized with gelatine and chille		ingredient is folded with whipped cream a mould. This is known as :
	(1) Barguette	(2)	Terrine
	(3) Mousse	(4)	Vol-au-vent
74.	glass is used for Sherry and sr	nall	er version is for liqueurs :
	(1) Elgin	(2)	Slim Jim
	(3) Worthington	(4)	Flute
75.	is oval or rectangular, dish and such items:	used	for presenting hors d'oeuvres, pasta, rice
	(1) Ravier	(2)	Ramekin
	(3) Cocotte dish	(4)	Carafe
76.	Dummy Waiter refers to :		
	(1) Booster Seats	(2)	F & B Personnel
	(3) Side Board	(4)	Toad Box
77.	It is believed that the term "Menu" Brunswick was seen referring to a shee		s used in When Duke Henry of paper during a feast:
	(1) 1541	(2	) 1641
	(3) 1741	(4	) 1841

78.	Select the correct sequence of courses of below:	French Classical Menu, using the codes given
	i Hors d'oeuvre	
	ii Potage	
26	iii Poisson	
	iv Oeufs / Farineux	
	v Entree	
	vi Sorbet	
	vii Releve	
	viii Roti	
	ix Entremets	60
	x Legumes	
	xi Fromage / Savoureux	
	xii Dessert	
	xiii Cafe	
3	Codes:	
	(1) i, ii, iii, iv, v , vi, vii, viii, x, ix, xi, xii,	
	(2) i, iii, iv, ii, v, vi, vii, viii, x, ix, xii, xi,	
	(3) i, ii. iv, iii, v, vi, vii, viii, x, ix, xi, xii,	
	(4) i, ii, iv, iii, v, vii, vi, viii, x, ix, xi, xii,	
79.	There are many types of consomme wh	ich are named according to the garnish used.
	The consomme with savoury custard cu	
	(1) Royale (3) Carmen	(2) Brunoise
	(5) Carmen	(4) Garibaldi
80.	Cafe Complet is the term used in the ser	vice of :
	(1) American Breakfast	(2) Continental Breakfast
	(3) Indian Breakfast	(4) English Breakfast
81.	AIDA stands for:	
	(1) Awareness, Interest, Desire, Attracti	on
	(2) Awareness, Information, Desire, Att	
	(3) Awareness, Interest, Desire, Action	itude
	(4) Awareness, Interest, Decision, Actio	n
82.	Channel conflicts are of two types name	ly:
	(1) Direct and Indirect	(2) Horizontal and Vertical
	(3) Horizontal and Diagonal	(4) Simple and Complex
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83.	Research aims at elucidating the object/situation/concept under study		and primary characteristics about the
	(1) Descriptive Research		Causal Research
	(3) Conclusive Research	(4)	Exploratory Research
84.	<ul><li>In which research design a single sam a stretched period of time?</li><li>(1) Two -Tired Research Design</li><li>(3) Longitudinal Study Design</li></ul>	(2)	f the identified population is studied over  Cross - Sectional Survey  Exploratory Research Design
85.	5	reser /she (2)	nted with two objects and is asked to select
86.			Tanea Companson
00.	<ul><li>(1) Mode is maximum &amp; mean is least</li><li>(2) Mean is maximum &amp; mode is least</li></ul>	and and ast ar	median lies in between mode and mean median lies in between mode and mean ad mean lies in between mode and median ad lies in between mode and median
87.	A positive correlation is present when  (1) Two variables move in opposite de  (2) Two variables move in same direct  (3) One variable goes up & one goes of  (4) Several variables never change	irecti tion	on
88.	The denominator of the Z-Scale formu	ıla is	:
	<ul><li>(1) The Standard Deviation</li><li>(3) The Mean</li></ul>	3. 3	The Range The Mode
89.	For the application of Chi- Square test (1) at least 2 (2) zero		ected frequency in each cell should be :  at least 10 (4) at least 5
		3 3	
90.		_	
	(1) Communication, Motivation, Lead		
	(2) Communication, Coordination, Le		± °
	(3) Coordination, Controlling, Comm		ation
00 000000000	(4) Planning, Communication, Traini		
M.Ph	nil./Ph.D./URS-EE-Nov2018/(Hotel Mg	t.)/(S	ET-Z)/(C) P. T. O.

91.		s used for the first ti n London sometime i		y the fifth Duke	of Devonshire	to name a
	(1) 1660	(2) 1760	(3)	1860	(4) 1960	
92.	During which era place:	did the organised ex	kiste	nce of Indian He	otel Industry st	art to take
	<ul><li>(1) Colonial Era</li><li>(3) Ancient Era</li></ul>			Modern Era Po Medieval Era	st Independenc	e
93.		m generally located ace or open sky space	e: (2)	the top most fl Efficiency Roor Lanai		nd has an
94.	dinner reservations	ee, who provides in s, tour and travel arr	ange	ment is known a	ns:	
	(1) Bell Boy	(2) Concierge		Valet	(4) Night Aud	
95.		od, used to determi cost that is incurre on investment:				
	(1) Hubbart Form	ula	(2)	Cost Based Pric	cing	
	(3) Volume Pricin	g	(4)	Competitive Pr	ricing	
96.	for all the visitors a	at contains the infor		on required to be	e maintained by	innkeeper
	(1) Form C	(2) Form F	(3)	Form B	(4) Form A	
97.	A complaint about	the behaviour of the	e hot	el staff is:		
	(1) Attitudinal Cor		5	Mechanical Co		
	(3) Unusual Comp	laint	(4)	Service Compl	aint	
98.	A statement that shotel :	shows the balance o	f the	e guest's financia	al obligations to	owards the
	(1) Guest Folio	(2) Split Folio	(3)	Bill to Company	y (4) Incidental	l Folio
99.	It is the ratio of the	e number of rooms se	old t	o the total numb	er of saleable ro	ooms:
	(1) High Balance	Report		House Count		
	(3) Room Report		(4)	Occupancy Per	rcentage	
100.	called :	open door locks of a			they are doub	le locked is
	(1) Grand Master	Key	200	Section key		
	(3) Floor Key			Master Key		
4.Phi	L/Ph.D./URS-EE-N	ov -7018/(Hotel Mot	1/(5)	ET-73/(C)		

••	<ol> <li>(1) Awareness, Interest, Desire, Attraction</li> <li>(2) Awareness, Information, Desire, Attraction</li> <li>(3) Awareness, Interest, Desire, Action</li> <li>(4) Awareness, Interest, Decision, Action</li> </ol>	ritude	
2.	Channel conflicts are of two types name (1) Direct and Indirect (3) Horizontal and Diagonal	ly : (2) Horizontal and Vertical (4) Simple and Complex	
3.	Research aims at elucidating the dobject/situation/concept under study: (1) Descriptive Research (3) Conclusive Research	ata and primary characteristics about (2) Causal Research (4) Exploratory Research	t the
4.	<ul> <li>In which research design a single samp a stretched period of time?</li> <li>(1) Two -Tired Research Design</li> <li>(2) Cross - Sectional Survey</li> <li>(3) Longitudinal Study Design</li> <li>(4) Exploratory Research Design</li> </ul>	le of the identified population is studied	l over
5.	In a Scale, a respondent is prone according to whatever criterion here.  (1) Rank Order  (3) Q - Sort	esented with two objects and is asked to she wants to use:  (2) Constant Sum  (4) Paired Comparison	select
6.	<ul><li>(2) Mean is maximum &amp; mode is least</li><li>(3) Median is maximum &amp; mode is least</li></ul>	en : and median lies in between mode and m and median lies in between mode and m st and mean lies in between mode and m st and lies in between mode and median	ean
7.	A positive correlation is present when .  (1) Two variables move in opposite dir.  (2) Two variables move in same direct.  (3) One variable goes up & one goes de.  (4) Several variables never change.	rection ion	
8.	The denominator of the Z- Scale formula (1) The Standard Deviation (3) The Mean	a is :  (2) The Range  (4) The Mode	
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9.	For the application (1) at least 2		hi- Square test, e zero	-	1772		h cell should be : at least 5
10.	<ul> <li>are the sub Functions of directing:</li> <li>(1) Communication, Motivation, Leadership</li> <li>(2) Communication, Coordination, Leadership</li> <li>(3) Coordination, Controlling, Communication</li> <li>(4) Planning, Communication, Training</li> </ul>						
11.	rooms.	Ü	٠,		2000 PM		eaning of hotel guest
	(1) Initial	(2)	Periodic	(3)	Block	(4)	Spring
12.	the sides and foot of	of the	e bed.				c that extends around
	` .		Duvet	63 4500	Mitring Sheet	0020 10	
13.	Clax is a commerce following is used a (1) Clax Rinse (3) Clax Sornil			(2)	ducts used in h Clax Ultra Clax Suspende		s. Which amongst the
11120000					100 (E)		
14.	Which amongst the (1) Sodium Bleach (3) Sodium Hydro	ı		(2)	Sodium Perbor Hydrogen Perc	ate	
15.	Complete the sequence of Flush ii Intermediate Fiii Rinse iv Sour / Softene V Break vi Suds vii Bleach viii Intermediate Fiix Final Extract Codes: (1) iii, iv, ii, vi, v, (3) i, v, vi, ii, vii, vii, vii, vii, vii,	Rinse er /. S Extra vii, v	Starch / Sizing ct	(2)	ii, iii, iv, v, vii, i, vi, ii, vi, ii, v, vii, i	vi, v	riii, ix, i
16.	Glycerine and Me (1) Betel Leaf (3) Lipstick	thyla	ted Spirit is used	to re (2)	Fruit /Fruit Ju		ılosic fabrics of
M.Ph	M.Phil./Ph.D./URS-EE-Nov2018/(Hotel Mgt.)/(SET-Z)/(D)						

17.	is a traditional headgear of chefs. It is a type of hat with a narrow brim on no brim at all. they were made popular by the 13th century French Chefs.					
	(1) Toque	(2) Tope	(3) Capee	(4) Hatee		
18.	mature in about 3.	5 months and have l	life of about 8.5 mon			
	(1) Oriental	(2) German	(3) Russian	(4) Indian		
19.	Prang's Colour Sys (1) 09	stem represents (2) 12	colours on a (	Colour Wheel : (4) 02		
20.	As per Munsell Co (1) Three	olour System, there a	are prin (3) Six	cipal hues : (4) Ten		
21.	Fire caused by oil, (1) Class A	petroleum and non (2) Class B	ionic solvents is clas (3) Class C	ssified as : (4) Class D		
22.	Occupancy percen (1) Rev Par	tage multiplied by A	ADR is called : (3) Rack Rate	(4) ARG		
23.	The lowest rate for (1) Rack Rate	a given date in hot		(4) Close Rate		
24.	(1) Close three					
25.	who might be cont	ting and preparing tacted for getting bu x (2) Prospecting	siness:	companies and individuals  (4) Demand		
26.	Which theory ass responsibilities if p (1) Theory X	sumes that people possible?  (2) Theory Y		and will avoid work and  (4) None of the Above		
27.	Who said "Mana manages a manage (1) Harold Konnt (3) Knneth O Dor	er and manages woi z	ple purpose organ ker and work? (2) Peter Drucke (4) None of the			
28.	Maslow's Need Th (1) Organizationa (3) Human Needs	l Needs	(2) Market Need (4) Government			
M.Phil	M.Phil./Ph.D./URS-EE-Nov2018/(Hotel Mgt.)/(SET-Z)/(D) P. T. O.					

29.	Enhancement of job satisfaction and p theoretical perspective of work design:	productivity are key characteristics of which	
		<ul><li>(2) Techno-Structural Change Model</li><li>(4) Socio-Technical System</li></ul>	
30.	What does the acronym SMART stand for (1) Suitable, Measurable, Actionable, Re (2) Specific, Measurable, Actionable, Re (3) Standardized, Measurable, Achievable, Re (4) Specific, Measurable, Achievable, Re	ewarded and Timely esources and Timely ble, Rewarded and Timely	
31.	is a dish from Kashmir, where (1) Heddar (2) Goshtaba	e mushrooms are cooked in Yakhni Gravy. (3) Guchi Khumb (4) Al Yakhni	
32.	Which of the following is not a classificated.  (1) Downtown Hotels  (3) Floatels	ation of Hotels based on Location ?  (2) Airport Hotels  (4) Heritage Hotels	
33.		te canvas or clear plastic. They may be of the They are placed on the floor in doorways to ner or redecorations.  (2) Hearth Cloth  (4) Cloth Mittens	
34.	Which of the following is not a guest root (1) Dutch Wife (3) Breakfast Knob Cards	oom supply ?  (2) Shoe Mitts  (4) Loofah Pads	
35.	process. The presence of calcium and/o	solvent, this is the prime agent in cleaning or Magnesium makes it hard water. When the pum, the water is set to be moderately hard:  (3) 180-240 ppm  (4) 240-300 ppm	
36.	ECOLAB and TASKI are popularly use is used as: (1) Furniture Maintainer (3) Floor Cleaner	ed cleaning agent! brands in hotels. TASKI R  (2) Air Freshener  (4) Bathroom Cleaner	.S
37.	Those guest supplies that are expected leaving the property are:	d to be used up or taken away by the guest o	n
	(1) Guest Amenities	(2) Guest Expendables	
NA DI	(3) Guest Essentials	(4) Guest loan Items	
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	38.	These are commonly used F & B Linen "naperon":	also called as "over lays", "throw overs" o	r
		(1) Slip Cloths (2) Table Cloths (3)	(3) Baize Cloths (4) Waiter's Cloths	
	39.	cupboard when folded away. Also known	into the walls and looks like a bookshelf or as Murphy Bed :  (3) Sico Bed  (4) Couch	r
	40.		tes back 2680 and is believed to be from Old	d
	41.	The term hotel was used for the first time lodging property in London sometime in	ne by the fifth Duke of Devonshire to name	a
	42.	During which era did the organised exis place:	<ul><li>(3) 1860 (4) 1960</li><li>stence of Indian Hotel Industry start to tak</li><li>(2) Modern Era Post Independence</li></ul>	e
		(0)	(4) Medieval Era	
	43.	attached open terrace or open sky space :  (1) Parlour  (2)	on the top most floor of hotels and has a : (2) Efficiency Room (4) Lanai	n
	44.	The hotel employee, who provides info dinner reservations, tour and travel arran	ormation and personalized services such a	ıS
	45.	A scientific method, used to determine covering all the cost that is incurred reasonable return on investment:	e the room rent, based on the principle of in providing the accommodation plus  (2) Cost Based Pricing	of a
			(4) Competitive Pricing	9
	46.	for all the visitors arriving at the hotel:	(3) Form B (4) Form A	er
	47.	A complaint about the behaviour of the hole (1) Attitudinal Complaint (3) Unusual Complaint (	hotel staff is:  (2) Mechanical Complaint  (4) Service Complaint	
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48.	A statement that shows the balance of thotel:	he	guest's financial obligations towards the				
	(1) Guest Folio	(2)	Split Folio				
	(3) Bill to Company	(4)	Incidental Folio				
49.	It is the ratio of the number of rooms sold	d to	the total number of saleable rooms:				
			House Count				
	-	(4)	Occupancy Percentage				
50.	The key that can open door locks of all called:	the	rooms, even if they are double locked is				
	(1) Grand Master Key	(2)	Section key				
	(3) Floor Key	(4)	Master Key				
51.	Which one of the following is not o management?	ne	of Drucker's five guiding principles of				
	(1) Making people's strengths effective	and	their weaknesses irrelevant.				
	(2) Enhancing the ability of people to contribute.						
	(3) To operate the organization's status	10000					
	(4) Integrating people in a common exemplifying the organisational objection		nture by thinking through, setting and ves, values and goals				
52.	Which feature does not form one of Fay	ol's	14 principles of Management ?				
	(1) Esprit de corps	(2)	Initiative				
	(3) Order	(4)	Individualism				
53.	Which of the following is not included i	n a	job design ?				
	(1) Identifying what tasks need to be ca	ırrie	ed out				
	(2) When and how tasks are to be carri		out				
	(3) The number of tasks to be carried o						
	(4) The payment rates for the tasks carr	ied	out				
54.	10 10 CONTROL 2 DATE OF STATE		or or the state of the state of				
	(1) Allocate resources	(2)	) Choose key personnel for the task ) Set standards				
	(3) Select a strategy		) Set standards				
55.	<ul> <li>Marketing Myopia is when companies</li> <li>(1) are committed to marketing concept</li> </ul>		) become obsessed with product				
	(3) are committed to marketing conception (3) are committed to customer		) emphasize product promotion				
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56.	The micro environment of a firm consists of:  (1) suppliers, consumers, competitors and government  (2) suppliers, consumers, technology and laws  (3) suppliers, consumers, competitors, public and intermediaries  (4) Competitors, government, political and culture				
<b>57.</b>	, ,	s is an example of : 2) Backward Integration 4) Vertical Integration			
58.	, ,	company is known as : 2) Confused Positioning 4) Prepositioning			
59.	insensitive is termed as: (1) Prestige Pricing (2)	g a high price when the market is price  2) Marketing - Penetration Pricing  4) Product - Bundle Pricing			
60.	Match the following:	*			
	TERM	MEANING			
	I. Brand	A: A strategy of using an established brand to promote a product in a different category.			
	II. Brand Equity	3: A set of assets related with a brand that helps generate more revenue & profit.			
	III. Brand Extension	C: The sum total of perceptions held by a customer about the brand.			
	IV. Brand Image	D: A perpetual entity that belongs to consumer's mind.			
	I II III IV (1) A B C D				
	(2) D B A C (3) B A C D (4) C B A D				
61.		ely priced meals and wine. It serves coffee as t may not have printed menus, is called as :			
	(1) Bistro (2) Brasserie	(3) Coffee Shop (4) Carvery			
62.	1	ed in : (3) USSR (4) Japan			
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63.		a sweetened de							ed cream
	ofte	n stabilized with	ı ge	latine and chille	d in	a mould. This is	kno	wn as :	
	(1)	Barguette	(2)	Terrine	(3)	Mousse	(4)	Vol-au-vent	
64.		glass is us	ed f	or Sherry and si	malle	r version is for	lique	urs:	
į.	(1)	Elgin	(2)	Slim Jim	(3)	Worthington	(4)	Flute	
65.		is oval or such items :	rec	tangular, dish	used	for presenting	hors	d'oeuvres, p	asta, rice
	(1)	Ravier	(2)	Ramekin	(3)	Cocotte dish	(4)	Carafe	
66.	Dui	mmy Waiter refe	ers to	O: -					
	(1)	Booster Seats			(2)	F & B Personne	el		
	(3)	Side Board			(4)	Toad Box			
67.	Bru	s believed that nswick was seer 1541	ı ref		t of p		east :		Henry of
00			2. 15						F
68.	Sele	ect the correct se	que	nce of courses o	f Fre	nch Classical M	enu,	using the co	des given
	i	Hors d'oeuvre							
	ii	Potage							
	iii	Poisson							
	iv	Oeufs / Fariner	1Y						
	v	Entree							
	vi	Sorbet		iu.					
		Releve							
		Roti							
	ix	Entremets							
	х	Legumes							
	xi	Fromage / Sav	oure	eux					
	xii	· <del>Y</del> :							
	xiii	Cafe							
	Co	des :							
	(1)	i, ii, iii, iv, v , vi	, vii	, viii, x, ix, xi, xi	i, xii				
	(2)	i, iii, iv, ii, v, vi	, vii,	viii, x, ix, xii, x	i, xiii				
	(3)	i, ii. iv, iii, v, vi	, vii,	viii, x, ix, xi, xi	i, xiii				
	(4)	i, ii, iv, iii, v, vi	i, vi,	viii, x, ix, xi, xi	i, xiii				

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69.	There are many types of consomme which are named according to the garnish used. The consomme with savoury custard cubes is called as:						
			Brunoise				
			Garibaldi				
70	DEAD SHOW COMES IN SEC. IN SEC						
70.	Cafe Complet is the term used in the serv (1) American Breakfast						
			Continental Breakfast				
	(3) Indian breaklast	(4)	English Breakfast				
71.	The order of service of Full Afternoon Te			3			
	(1) Beverages - Buttered Scones - Sandw		(2)				
	(2) Beverages - Toasted Items - Sandwic						
	(3) Beverages - Sandwiches - Toasted Ite						
	(4) Beverages - Sandwiches - Buttered S	con	es - Toasted Items				
72.	is a herbal tea.						
	(1) Tisane (2) Baveuse	(3)	Cloche (4) Kipper				
73.	Which one of the following information	is n	ot necessary on KOT?				
	(1) Table Number	(2)	Waiter Number				
	(3) Managers Name	(4)	Date				
74.	Bin Number is noted on BOT while write	ing	order of :				
	(1) Whisky	(2)	Rum				
	(3) Cocktail	(4)	Bottle of Wine				
75.	Spirit / Liqueur is used to ma	ike	Speciality Coffee, Cafe Royale :				
	(1) Vodka		Rum				
	(3) Cognac	(4)	Scotch				
76.	Green Tea is mixed with fragrant stam	ens	of Lotus, allowing it to absorb the	Lotus			
	flavor. It is usually taken without milk.		S				
	(1) Vietnam	(2)	Middle East				
	(3) India	(4)	North Africa				
77.	Cona Coffee is made by :						
	(1) Filter Methanol	(2)	Percolator Method				
	(3) Vacuum Infusion Method	(4)	Turkish Method				
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78.	Which amongst the follow	ving is not a white	grape ?			
	(1) Chardonnay	(2)	Sauvignon Blanc			
	(3) Semillion	(4)	Syrah			
79.	introduced Cha	ampagne to the wo	orld:			
	(1) Don Perignon	(2)	G.H. Muming			
Ł	(3) Moet et Chandon	(4)	Joseph Perrier			
80.	Ashok Hotel New Delhi v	vas founded in	······························			
	(1) 1949		1955			
	(3) 1956	(4)	1966			
81.	Aloo ke Gutke is a dish fr	om regional cuisin	e of :			
	(1) Haryana		Uttarakhand			
	(3) Kashmir	(4)	Sikkim			
82.	Makhanas were traditionally eaten during religious fasts, especially in It is now relished across the country and even sold as cocktail snack.					
	(1) Bihar	(2)	Rajasthan			
	(3) Gujarat	(4)	Kerala			
83.	Carrots are popular root are said to have origins fr		ource of Vitamin 'A' and Vitamin 'C' and			
	(1) India	(2)	Egypt			
	(3) Afghanistan	(4)	Japan			
84.			16th century, the humble potato has since sal vegetable. The Major producers are :			
	(1) China & Nepal	(2)	Japan & Korea			
	(3) Turkey & Spain	(4)	China & India			
85.	Popular spice Asafoetida	is also known as :				
	(1) Devils' Dung	(2)	Pimento			
	(3) Berbere	(4)	Carom			
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86.	Bouquet Garni is a bundle of herbs used in classic French cooking to season stocks,					
	soups & stews. The basic composition is					
	(1) Dill, Fennel & Bay leaf (2) Cariandar Springs / Stome Cardam	om and Chistee				
	<ul><li>(2) Coriander Springs/Stems, Cardame</li><li>(3) Parsley Springs/stems, Anise and B</li></ul>					
	(4) Parsley Sprigs/ stems, Thyme and Bay leaf					
	COUNTY OF THE PROPERTY NAMED TO BE ADMINISTRATIVE TO THE PROPERTY OF THE PROPE	*·				
87.	Perceived heat of Chile peppers is tested					
	(1) The Peprika Scale	(2) The Chile Scale				
	(3) The Jalapenos Scale	(4) The Scoville Scale				
88.		arings with an acitic medium, such as wine or				
	lemon juice, is called as It is	51 0 051				
	(1) Broth	(2) Court Bouillon				
	(3) Fumet	(4) Remouillage				
89.	Match List-I with List II and select the c	orrect answer from the codes given below :				
	List-I	List-II				
	(Soups)	(Nation)				
	(A) Puree of Pumpkin	(I) Italy				
	(B) Lobster Bisque	(II) England				
	(C) Clam Chowder	(III) France				
	(D) Minestrone	(IV)USA				
	Codes:					
	(A) (B) (C) (D)					
	(1) IV II III I (2) III II I IV					
	(3) II III IV I					
	(4) III II IV I					
90.		Sauce:				
50.	(1) Béchamel (2) Veloute	(3) Hollandaise (4) Mayonnaise				
-						
91.						
		(3) Dragon Fruits (4) Kiwi Fruits				
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92.	Cabbage, Brussels sprouts and bok choy belongs to category of vegetables :						
1980	(1) Brassica		(2)	Fruit Vegetables			
	(3) Pods & Seeds		(4)	Baby Vegetables			
93.	On the basis of habi	tat classification, th	e ph	ysical shape and	l meat of sea water fishes		
	(1) Round Fish & C	Dilv .	(2)	Round Fish & V	Vhite		
	(3) Flat Fish & Oily		20.00	Flat Fish & Whi			
94.	- F-100						
34.	is the (1) Vitelline	(2) Chalazae		Air Cell	(4) Albumen		
95.	is a coursed in Boiling:	nical strainer used f	for st	raining liquids a	and a popular equipment		
	(1) Brat Pan	(2) Chinios	(3)	Colander	(4) Boiling Kettle		
96.		e, pasteurized and no separation of fat			lobules are broken to the		
	(1) Homogenized M	Milk	(2)	Skimmed Milk			
	(3) Butter Milk		(4)	Condensed Mil	k		
97.	Which type of doug	gh is used in making	, Jalel	oi, waffle, pan ca	ake and cake :		
	(1) Exceptionally S	oft	(2)	Soft			
	(3) Moderately Sof	t	(4)	Batter			
98.	Baguette is also kno	own as :					
		(2) Spanish Bread	(3)	Italian Bread	(4) French Bread		
99.	Hot Cross Bun is a during Easter.	bread from		It is popular ce	lebration bread, especially		
	(1) Germany	(2) UK	(3)	USA	(4) Italy		
100.	very similar to V	ictorian Sponge. T	he o	nly difference	creaming method which is is that instead of melted akes it more profound and		
	(1) Genoise		(2)	Chiffon Cake			
	(3) Devil's Food C	ake	(4)	Madeira Spons	ge		
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O N-	2 ZOTA Hotel	ivianagement	(Gateway) Entr	
Q.No	Set-A	Set-B	Set-C	Set-D
1	В	A	Α	С
2	A	В	D	В
3	С	С	Α	Α
4	D	Α	D	С
5	A	Α	В	D
6	D	С	В	А
7	D	Α	В	В
8	В	D	Α	Α
9	С	Α	С	D
10	D	В	А	А
11	Α	В	С	D
12	Α	Α	А	А
13	В	С	С	D
14	А	Α	D	C
15	В	В	С	C
16	Α	А	A	С
17	D	В	С	A
18	D	С	D	В
19	В	D	A	В
20	С	В	c	В В
21	A	С	C	
22	D	В	D	В
23	A	A		A
24	D	C	D	С
25	В	D	D	Α
26	В		С	В
27	В	A	С	Α
28		В	В	В
29	A	A	A	С
	С	D	С	D
30	A	А	В	В
31	D	В	В	Α
32	A	Α	A	D
33	D	С	С	Α
34	С	D	Α	D
35	С	Α	В	В
36	С	D	A	В
37	Α	D	В	В
38	В	В	С	Α
39	В	С	D	С
40	В	D	В	А
41	Α	С	В	В
42	В	Α	А	А
43	С	С	С	С
44	А	D	D	В
45	Α	С	A	A
46	С	А	D	В
47	А	С	D	A
48	D	D	В	A
49	A	A	C	D
50	В	C	D	A

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51	С	В	D	С			
52	Α	Α	Α	D			
53	С	С	D	D			
54	D	В	С	D			
55	С	А	С	С			
56	А	В	С	С			
57	С	А	A	В			
58	D	А	В	Α			
59	Α	D	В	С			
60	С	А	В	В			
61	В	А	Α	A			
62	А	D	A	В			
63	С	Α	В	С			
64	В	D	A	A			
65	А	В	В	A			
66	В	В	A	C			
67	A	В	D	A			
68	А	A	D				
69	D	С	В	A			
70	A	A	C	В			
71	В	A	A	С			
72	A	A	В	A			
73	С	В	C	C			
74	A	A	A				
75	В	В	A	D			
76	A	A	C	С			
77	В	D		A			
78	С	D	A	С			
79	D	В	D	D			
80	В	С	A	A			
81	С	С	B C	С			
82	D			В			
83	D	D D	В	A			
84	D	D	A	С			
85	С	С	С	D			
86	С	C	D	A			
87	В		A	D			
88	A	В	В	D			
89	C	A	A	В			
90	В	С	D	С			
91	С	В	A	D			
92		D	В	A			
93	В	A	A	Α			
94	A	D	С	В			
	С	С	В	A			
95	D	С	A	В			
96	A	С	В	A			
97	В	A	A	D			
98	A	В	Α	D			
99	D	В	D	В			
100	Α	В	A	С			

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