

FINAL ANSWER KEY

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Question1:-Which of these egg dishes is cooked in a ramekin?

A:-poached eggs

B:-scrambled eggs

C:-baked eggs

D:-fried eggs

Correct Answer:- Option-C

Question2:-What is chorizo?

A:-type of cheese

B:-type of sausage

C:-type of bread

D:-type of bean

Correct Answer:- Option-B

Question3:-What is a crème brûlée topped with?

A:-whipped cream

B:-caramelised sugar

C:-fresh fruit

D:-nuts and sprinkled

Correct Answer:- Option-B

Question4:-Which of these baked products uses choux pastry?

A:-apple pie

B:-croissant

C:-vol au vent

D:-chocolate profiterole

Correct Answer:- Option-D

Question5:-Which of these ingredients is featured in Espagnole sauce?

A:-egg yolks

B:-fish stock

C:-chicken stock

D:-brown stock

Correct Answer:- Option-D

Question6:-The french term for the barker in the kitchen is

A:-aboyeur

B:-trancheur

C:-saucier

D:-sommelier

Correct Answer:- Option-A

Question7:-What is panna cotta?

A:-a spanish soup

B:-an italian dessert

C:-a type of vessel

D:-a type of bread

Correct Answer:- Option-B

Question8:-Which cooking method is employed in "sous vide"?

A:-grilling

B:-deep frying

C:-vaccum-sealed, water-bath cooking

D:-roasting

Correct Answer:- Option-C

Question9:-Which of these Indian breads originates in Bengali cuisine?

A:-kulcha

B:-luchi

C:-bhatura

D:-pakwan

Correct Answer:- Option-B

Question10:-What is the correct interpretation of the term yield in a kitchen?

A:-quantity of food produced

B:-quantity of food sold

C:-quantity of food wasted

D:-usable amount of food after processing

Correct Answer:- Option-D

Question11:-What is the correct formula for calculating food cost percentage?

A:- $(\text{cost of goods sold}/\text{total food sales}) \times 100$

B:- $(\text{total food sales}/\text{cost of goods sold}) \times 100$

C:- $(\text{profit}/\text{total food sales}) \times 100$

D:- $(\text{total food sales} - \text{cost of goods sold}) \times 100$

Correct Answer:- Option-A

Question12:-What is the primary goal of HACCP?

A:-to reduce food cost

B:-to improve food quality

C:-to prevent foodborne illness

D:-to increase production efficiency

Correct Answer:- Option-C

Question13:-In which type of service is the food presented by the service staff to the customer individually, then customers service themselves?

A:-family service

B:-french service

C:-silver service

D:-pre-plated service

Correct Answer:- Option-B

Question14:-Which of these is a 24 hours or all day meal service Food & Beverage outlet?

A:-coffee shop

B:-lounge

C:-bar

D:-izakaya

Correct Answer:- Option-A

Question15:-The staff member responsible for the carving trolley and the carving of meats is

A:-head waiter

B:-chef de rang

C:-trancheur

D:-commis de rang

Correct Answer:- Option-C

Question16:-The size of a standard slip cloth placed over a table cloth is

A:-2 feet × 2 feet

B:-3 feet × 3 feet

C:-4 feet × 4 feet

D:-5 feet × 5 feet

Correct Answer:- Option-B

Question17:-Which one of these silver cleaning methods involves the use of an aluminium sheet and washing soda?

A:-Burnishing machine

B:-Silver dip

C:-Plate powder

D:-Polivit method

Correct Answer:- Option-D

Question18:-A type of meal menu which changes daily is called

A:-À la carte

B:-Carte du jour

C:-Plat du jour

D:-Prix fixe

Correct Answer:- Option-B

Question19:-Which fruit is used in the making of the flambé dessert known as Crêpes Suzette?

A:-Orange

B:-Cherries

C:-Strawberries

D:-Pineapple

Correct Answer:- Option-A

Question20:-The ingredient used in beer making which gives it a bitter taste is

A:-Malt

B:-Water

C:-Yeast

D:-Hops

Correct Answer:- Option-D

Question21:-The correct temperature to serve a sparkling wine is

A:-5 - 7 degrees celsius

B:-10 - 11 degrees celsius

C:-13 - 15 degrees celsius

D:-16 - 17 degrees celsius

Correct Answer:- Option-A

Question22:-Which of these whiskies is famous for its smoky taste attributed to the use of peat in malting?

A:-bourbon whisky

B:-rye whisky

C:-scotch whisky

D:-canadian whisky

Correct Answer:- Option-C

Question23:-Which of these is a herb flavoured liqueur?

A:-drambuie

B:-tia maria

C:-cointreau

D:-bailey's irish cream

Correct Answer:- Option-A

Question24:-What are the ingredients of the Martini cocktail?

A:-vodka and lime

B:-gin and vermouth

C:-rum and cola

D:-brandy and tonic

Correct Answer:- Option-B

Question25:-GRA is the acronym of _____

A:-Guest Relation Attendant

B:-Guest Relation Assistant

C:-Guest Room Attendant

D:-None of the above

Correct Answer:- Option-C

Question26:-Executive housekeeper may report to

A:-General Manager

B:-The Rooms Division Manager

C:-The Resident Manager

D:-All of the above

Correct Answer:- Option-D

Question27:-Find the wrong statement.

A:-Eradication: Obliteration of an Entire Pest Population

B:-Suppression: Gradual upsurge Pest Numbers or Damage to Level an Acceptable

C:-Threshold is often set at a level where if the pest population continued to grow, economic losses caused by pest damage would be more than cost of controlling.

D:-Prevention: Avoiding a Pest From Becoming a Problem

Correct Answer:- Option-B

Question28:-Arrange the following steps of guest room cleaning in the correct order

1. Preparing to clean the room
2. Entering the guestroom
3. Concluding work in the guestroom
4. Making the bed
5. Replenishing bedroom supplies
6. Cleaning the guestroom
7. Cleaning the bathroom

A:-2,1,7,6,5,4,3

B:-1,5,6,7,2,3,4

C:-2,1,6,5,4,7,3

D:-2,1,6,7,5,4,3

Correct Answer:- Option-C

Question29:-What is the name of a key that opens all rooms in one work-section of a hotel?

A:-Sub-Master Key

B:-Master Key

C:-Supply Key

D:-Grand-Master Key

Correct Answer:- Option-A

Question30:-Which of the following does describe the primary goal of guestroom maintenance?

A:-To redecorate rooms according to the latest design trends

B:-To ensure all room elements function properly and appear aesthetically pleasing

C:-To minimize housekeeping workload

D:-All the above

Correct Answer:- Option-D

Question31:-The principles of purchasing are:

A:-Quality, Quantity, Supplier, Price, Time

B:-Quality, Quantity, Buyer, Cost, Age

C:-Management, Material Price, Time, Costing

D:-Distribution channel, Price, Time, Costing

Correct Answer:- Option-A

Question32:-Which of the following does NOT describe the primary goal of guestroom maintenance?

A:-To redecorate rooms according to the latest design trends

B:-To ensure all room elements function properly and appear aesthetically pleasing

C:-To minimize housekeeping workload

D:-To identify guests who cause damage to hotel property

Correct Answer:- Option-D

Question33:-Which one is a Class A fire?

A:-Electrical

B:-Cloth

C:-Metal

D:-Flammable liquid

Correct Answer:- Option-B

Question34:-_____ is a detailed report that lists every job function performed by all employees in a housekeeping department with safety tips and potential hazards being cited.

A:-Job Safety Analysis

B:-Job Security Analysis

C:-Safety & Security Analysis

D:-None of the above

Correct Answer:- Option-A

Question35:-_____ describes the lightness or darkness of a colour.

A:-INTENSITY

B:-Hue

C:-Value

D:-Chroma

Correct Answer:- Option-C

Question36:-Diagonal lines in interior décor suggests

A:-movement, activity and action

B:-steadfastness & sturdiness

C:-rest, pose, or steadiness

D:-none of the above

Correct Answer:- Option-A

Question37:-Which of the following is considered the primary “hub” of a hotel's operations?

A:-Housekeeping

B:-Front Office

C:-Maintenance

D:-Food & Beverage

Correct Answer:- Option-B

Question38:-A “No-Show” guest is defined as:

A:-A guest who cancels 24 hours in advance

B:-A guest with a reservation who fails to arrive without notifying the hotel

C:-A guest who arrives without a reservation

D:-A guest who leaves the hotel without paying

Correct Answer:- Option-B

Question39:-Which software system is most commonly used in hotels to manage reservations and guest profiles?

A:-Point of Sale (POS)

B:-Property Management System (PMS)

C:-Global Distribution System (GDS)

D:-Central Reservation System (CRS)

Correct Answer:- Option-B

Question40:-What is the main purpose of the “Night Audit” in Front Office?

A:-To clean the lobby at night

B:-To check in late-night arrivals only

C:-To verify financial transactions and close the business day

D:-To manage the hotel's social media

Correct Answer:- Option-C

Question41:-During the "Guest Cycle," which stage involves the registration process and room assignment?

A:-Pre-arrival

B:-Arrival

C:-Occupancy

D:-Departure

Correct Answer:- Option-B

Question42:-Which of the following is a "Non-automated" reservation system?

A:-Whitney System

B:-Opera PMS

C:-IDS Next

D:-Amadeus

Correct Answer:- Option-A

Question43:-Which room type is characterized by two single beds separated by a bedside table?

A:-Double Room

B:-Twin Room

C:-Studio

D:-Suite

Correct Answer:- Option-B

Question44:-"Service Recovery" in the Front Office refers to:

A:-Recovering lost luggage for a guest

B:-The process of resolving a guest's complaint to their satisfaction

C:-Cleaning a room after a guest checks out

D:-Upgrading a guest to a suite for free

Correct Answer:- Option-B

Question45:-In Front Office Accounting, a "Folio" is:

A:-A decorative folder for hotel brochures

B:-A statement of all transactions affecting the balance of a single guest account

C:-A list of all vacant rooms

D:-A voucher for a free meal

Correct Answer:- Option-B

Question46:-“Revenue Reconciliation” during the night audit involves:

A:-Only counting the cash in the drawer

B:-Matching the room revenue recorded with the actual occupancy and rates

C:-Preparing the breakfast menu

D:-Refunding all guest deposits

Correct Answer:- Option-B

Question47:-Which formula is used to calculate the “Room Occupancy Percentage”?

A:- $(\text{Total Rooms Occupied} / \text{Total Rooms Available}) \times 100$

B:- $(\text{Total Room Revenue} / \text{Total Rooms Occupied})$

C:- $(\text{Total Rooms Available} / \text{Total Rooms Occupied}) \times 100$

D:- $(\text{Actual Room Revenue} / \text{Potential Room Revenue}) \times 100$

Correct Answer:- Option-A

Question48:-When handling a guest complaint regarding a technical error in the PMS billing, the Front Office manager should first:

A:-Blame the IT department immediately

B:-Listen empathetically and isolate the guest to a private area if necessary

C:-Offer a 100% discount without checking the records

D:-Ask the guest to come back the next morning

Correct Answer:- Option-B

Question49:-A hotel spends \$55,000 on digital marketing and generates \$150,000 in bookings directly from that campaign. What is the ROI?

A:-150%

B:-124.5%

C:-172.73%

D:-132%

Correct Answer:- Option-C

Question50:-In hospitality marketing, what does zero-based budgeting involve?

A:-Allocating zero funds for promotions

B:-Assuming all previous expenditures are valid

C:-Only using digital marketing reframe this

D:-Starting from scratch and justifying every expense

Correct Answer:- Option-D

Question51:-Why do hotels and resorts use market segmentation?

A:-To target marketing efforts and better satisfy customer needs

B:-To increase operational complexity

C:-To reduce the number of services offered

D:-To avoid advertising

Correct Answer:- Option-A

Question52:-A hotel offers guests a deal where they stay 5 nights but pay for only 4 nights. This type of sales promotion is called

A:-Process optimization

B:-Physical evidence

C:-Value-added promotion

D:-Premium pricing

Correct Answer:- Option-C

Question53:-Which statement best explains the importance of CRM in hospitality?

A:-It replaces all marketing activities

B:-It only keeps a record of guest contact information

C:-It enables hotels to understand guests, offer personalized services and boost loyalty and revenue

D:-It is used only for pricing decisions

Correct Answer:- Option-C

Question54:-A hotel designs special packages for families with children. This is an example of

A:-Process improvement

B:-Targeting

C:-Physical evidence

D:-Positioning

Correct Answer:- Option-B

Question55:-What is the main benefit of integrating loyalty programmes with digital marketing tools in hospitality?

A:-Decrease engagement

B:-Increase customer lifetime value

C:-Reduce personalization

D:-Eliminate revenue management

Correct Answer:- Option-B

Question56:-A restaurant charges different room rates for weekdays and weekends. This pricing strategy is an example of

A:-Penetration pricing

B:-Seasonal pricing

C:-Skimming pricing

D:-Rate differentiation based on time

Correct Answer:- Option-D

Question57:-The process by which a management determines how an organization should move from current manpower position to its desired manpower position.

A:-Human Resource Management

B:-Human Resource Planning

C:-Both 1 and 2

D:-None of the above

Correct Answer:- Option-B

Question58:-Measures which can be used by organisations to control the warning signals of low morale among employees are
(i) Job enrichment (ii) Job sharing (iii) Job rotation (iv) Profit-sharing

A:-Only (i) & (iv)

B:-Only (i), (ii) & (iii)

C:-Only (i), (iii) & (iv)

D:-All the above

Correct Answer:- Option-D

Question59:-Arrange Abraham Maslow's Hierarchy of needs starting from lower order needs to higher order needs.
(i) Esteem needs (ii) Social needs (iii) Physiological needs (iv) Safety needs (v) Self-Actualization needs

A:-(iii),(iv),(ii),(i),(v)

B:-(iii),(iv),(i),(ii),(v)

C:-(v),(i),(ii),(iii),(iv)

D:-(iii),(ii),(iv),(i),(v)

Correct Answer:- Option-A

Question60:-Choose the benefit which cannot be combined under The Employee State Insurance Act. 1948

A:-Sickness Benefit + Extended sickness benefit

B:-Sickness benefit + Maternity Benefit

C:-Medical Benefit + Sickness benefit

D:-Medical Benefit + Maternity Benefit

Correct Answer:- Option-B

Question61:-The process by which the personnel specialist and operating manager prepare lists of both effective and ineffective behavior of an employee on a day-to-day basis.

A:-Weighted checklists

B:-BARS

C:-Critical incident Method

D:-None

Correct Answer:- Option-C

Question62:-A blueprint of the entire positions the employees hold in the organization from the point of their entry to the point of their retirement from the organization

A:-Human Resource Planning

B:-Succession Planning

C:-Career Planning

D:-Strategic Planning

Correct Answer:- Option-C

Question63:-In T-group 'T' stands for

A:-Technical

B:-Training

C:-Temporary

D:-Teaching

Correct Answer:- Option-B

Question64:-Theory of National Extension is a feature of

A:-The Industrial Disputes Act, 1947

B:-The Factories Act, 1948

C:-The Contract Labour (Regulation and Abolition) Act, 1970

D:-The Employee's Compensation Act, 1923

Correct Answer:- Option-D

Question65:-Wages paid for the erection of Machinery is

A:-Revenue Expenditure

B:-Capital Expenditure

C:-Deferred Revenue Expenditure

D:-Operating Expenditure

Correct Answer:- Option-B

Question66:-Which accounting method matches revenue with expenses in the period they occur

A:-Accrual basis accounting

B:-Cash basis accounting

C:-Cost accounting method

D:-Differential method

Correct Answer:- Option-B

Question67:-How will the following transaction affect the Cash Book?

Cheque issued but not presented for payment

A:-No change

B:-Increase

C:-Reduce

D:-None of the above

Correct Answer:- Option-C

Question68:-Mr. A, a car dealer uses one of the cars for personal purpose. It will be credited in

A:-Asset Account

B:-Car Account

C:-Drawings Account

D:-Purchase Account

Correct Answer:- Option-D

Question69:-Writing off of the cost of Intangible asset is known as

A:-Depreciation

B:-Depletion

C:-Amortization

D:-Obsolescence

Correct Answer:- Option-C

Question70:-Cash budget is prepared to forecast

A:-Profit/loss of the business

B:-Inflow and outflow of cash

C:-Assets to be purchased

D:-Liabilities to be paid

Correct Answer:- Option-B

Question71:-What is the ideal Current Ratio?

A:-2:1

B:-1:2

C:-1:1

D:-1:0.05

Correct Answer:- Option-A

Question72:-Which KPI is used for Investment Appraisal?

A:-Liquidity Ratios

B:-Financial Statements

C:-Net Present Value

D:-None of the above

Correct Answer:- Option-C

Question73:-Identify the item that does not come under the elements of cost.

A:-Food Cost

B:-Labour Cost

C:-Overhead Cost

D:-Personal Cost

Correct Answer:- Option-D

Question74:-Select the expense that is not an indirect cost

A:-Insurance

B:-Power

C:-Depreciation

D:-Buying Atta

Correct Answer:- Option-D

Question75:-Identify the statement that is not related to inventory control

A:-Avoid over stocking

B:-Head chef is not a member of inventory control team

C:-Minimize the loss through pilferage

D:-Buying right quality goods at reasonable prices

Correct Answer:- Option-B

Question76:-Select the record book that is not associated with beverage control

A:-Cellar inward book

B:-Beverage receiving book

C:-Butchery yield test book

D:-Breakage book

Correct Answer:- Option-C

Question77:-State the method that is not used as a control measures in beverage department

A:-Short glass

B:-Over pouring

C:-The Pourer

D:-The Jigger

Correct Answer:- Option-B

Question78:-According to the BCG matrix (Boston consultation group), which of the following does not come under menu engineering

A:-Cash Cow

B:-Cat

C:-Dogs

D:-Star

Correct Answer:- Option-B

Question79:-Choose the correct expansion of the abbreviation MIS

A:-Management Information System

B:-Micro Information System

C:-Manager In Service

D:-Machine Integrated Software

Correct Answer:- Option-A

Question80:-The break-even point is where

A:-The income of the business exactly equals its expenditure

B:-The business begins to earn profit for the first time

C:-The business faces continuous losses

D:-The business is about to collapse

Correct Answer:- Option-A

Question81:-The event management goals are developed based on detailed 'SAMRT' objectives. In the above statement SMART is:

A:-Shift , Measurable , Achievable , Realistic and Time-bound

B:-Specific, Measurable , Achievable , Reliable and Time-bound

C:-Specific , Measurable , Achievable , Realistic and Time-bound

D:-Specific Measurable , Accessible , Realistic and Time-bound

Correct Answer:- Option-C

Question82:-Select the correct order of 'three step risk management process' in event management.

A:-Identify risks and hazards , Asses risks and hazards , Manage risks and hazards

B:-Asses risks and hazard, Manage risks and hazard, Identify risks and hazard

C:-Manage risks and hazards, Identify risks and hazards, Asses risks and hazards

D:-Identify risks and hazard , Manage risks and hazard , Asses risks and hazard

Correct Answer:- Option-A

Question83:-Vendor evaluation after an event mainly helps in:

A:-Increasing sponsorship

B:-Improving future negotiations

C:-Audience feedback

D:-Media coverage

Correct Answer:- Option-B

Question84:-An indemnity clause in an event contract protects against:

A:-Revenue loss

B:-Legal liability

C:-Brand damage

D:-Scheduling conflict

Correct Answer:- Option-B

Question85:-Which tool is commonly used for risk evaluation?

A:-SWOT analysis

B:-Risk matrix

C:-Gantt chart

D:-Event checklist

Correct Answer:- Option-B

Question86:-The BEST time to prepare contingency plans is :

A:-During the event

B:-After the event

C:-Planning stage

D:-Post-event review

Correct Answer:- Option-C

Question87:-Which is a quantitative evaluation tools?

A:-Observation

B:-Interviews

C:-Surveys

D:-Debrief meetings

Correct Answer:- Option-C

Question88:-Updating the event dossier ensures:

A:-Creativity

B:-Accuracy

C:-Branding

D:-Revenue

Correct Answer:- Option-B

Question89:-A venue is where a live happening takes place (if the live happening is not an accident or incident). This type of venue is an EVENT VENUE.

Amongst the following, which type of venue is *not* build for the purpose of event?

A:-Exhibition Hall

B:-Dedicated venue

C:-Conference venue

D:-Non-dedicated venue

Correct Answer:- Option-D

Question90:-Which factors affects sound quality the MOST in on outdoor event?

A:-Seating layout

B:-Weather condition

C:-Stage décor

D:-Video switcher

Correct Answer:- Option-B

Question91:-DMC stands for:

A:-Domestic Marketing Council

B:-Destination Management Company

C:-Destination Monitoring Committee

D:-Destination Management Committee

Correct Answer:- Option-B

Question92:-Experiential tourism focuses on:

A:-Luxury

B:-Local culture immersions

C:-Bicycling and sports tourism

D:-Transport

Correct Answer:- Option-B

Question93:-International tourism, includes:

A:-Outbound tourism and Domestic tourism

B:-Inbound tourism and Domestic tourism

C:-Inbound and Outbound tourism

D:-None of the above

Correct Answer:- Option-C

Question94:-Regenerative tourism is:

A:-Tourism that focuses only on profit

B:-Tourism that maintains environmental balance

C:-Tourism that improves and restores ecosystems and communities

D:-Tourism that dissuades mass travel

Correct Answer:- Option-C

Question95:-Regional Tourist Guide licenses in India are issued by:

A:-State Tourism Departments

B:-Ministry of Tourism, Government of India

C:-Indian Association of Tour Operators (IATO) Regional Offices

D:-Ministry of Culture, Government of India

Correct Answer:- Option-B

Question96:-HRACC stands for:

A:-Hotel & Restaurant Accreditations & Classification Committee

B:-Hotel & Restaurant Approval & Classification Committee

C:-Hotel & Regional Accommodation Classification Committee

D:-Hospitality & Restaurant Affiliation Control Committee

Correct Answer:- Option-B

Question97:-MICE tourism relates to:

A:-Meetings, Incentives, Conferences and Events

B:-Meetings, Incentives, Conventions and Events

C:-Meetings, Incentives, Conferences and Exhibitions

D:-None of the above

Correct Answer:- Option-C

Question98:-An OTA is:

A:-Offline Tourism Agency

B:-Online Travel Aggregators

C:-Offline Tour Assistant

D:-Online Travel Authority

Correct Answer:- Option-B

Question99:-2017 was designated as the International Year of Sustainable Tourism for Development by whom?

A:-World Tourism and Travel Council (WTTC)

B:-United Nations World Tourism Organization (UNWTO)

C:-UN General Assembly (UNGA)

D:-International Air Transport Association (IATA)

Correct Answer:- Option-C

Question100:-Schengen visa allows travel to:

A:-Multiple Asian Countries

B:-Multiple European countries

C:-Multiple African Countries

D:-All of the above

Correct Answer:- Option-B