



Pre-Board Exam – 2072

Subject: Hotel Management

Grade: XII
Time: 3 Hrs.

F.M.:75
P.M.:28

Set 'A'

Candidates are required to give their answers in their own words as far as practicable. The figures in the margin indicate full marks.

Group 'A'

- 1) Write True or False: [5×1=5]
 - a) Blanching is long and slow method of frying foods.
 - b) No shows are those guests who run away from the hotel without paying the bill.
 - c) Equal quantity of butter and flour cooked together to a sandy texture is termed as roux.
 - d) The room attendant offers room service to the in-house guest.
 - e) Sparkling wine is served chilled.

- 2) Match the following: [5×1=5]

a) Ammonia	Bacardi
b) Liqueur	Remy Martin
c) VSOP	Campari
d) Rum	Cleaning Agent
e) Bitter	Kahlua

- 3) Tick the correct answer: [5×1=5]
 - i) The term rack rate is also called.....rate.

a) Maximum	b) Printed
b) Tariff	d) All of them.
 - ii) A palate knife is used to.....

a) Lift	b) Peel
b) Grate	d) Slice

- iii) Shampooing is acleaning process.

a) weekly	b) daily
b) periodic	d) Annual
- iv) Blue flowers carry the message of.....

a) Love	b) Peace
b) Bravery	d) Courage
- v) Seasoning is done in.....

a) Soup	b) Sauce
b) Dressing	d) All of them

Group- 'B' (Short Question)

- 4) Attempt any six questions [6×5=30]
 - 1) Different between a la carte and Table d'hôte menu.
 - 2) write down the posting procedures for Visitors Tabular Ledger (VTL)
 - 3) Write down the preparation method of Bloody Marry and whisky sour cocktail.
 - 4) Discuss the importance of briefing.
 - 5) Define whisky and write down their types.
 - 6) Explain the method of preparing poached egg.
 - 7) Write down the recipe and method of preparing béchamel sauce.
 - 8) Define wine and write down the short brief about different types of wine.

Group 'C' (Long answer)

- 5) Attempt **any three** questions: [10×3=30]
 - 1) Define control system. Discuss various phases of a control system followed in any up-market.
 - 2) Define Reservation and write down the process of Reservation.
 - 3) List various mother sauces. Give the recipes of any two mother sauces with its method of preparation.
 - 4) Explain the step by step procedure of occupied guest room cleaning in a hotel.



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Set 'B'

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Group 'A'

- 1) Choose the correct answer: [0.5×10=5]
- i) Which of the following salad is made with julienne cut vegetables?
a. Russian b. Cole-slaw
c. Narcosis d. All of the above
- ii) Charente region in France is popular for the production of:
a. Cognac b. Tequila
c. Gin d. Whisky
- iii) No compensations charged by the hotel if No-show occur due to:
a. War b. Strike
c. Riot d. All of the above
- iv) Linoleum is used for:
a. Garnishing b. Polishing
c. flooring d. Stain removal
- v) A guest folio records all..... of the house guest.
a. Complaints b. Compliments
c. Details d. Expenses
- vi) A room that is taken, occupied and paid for but not slept is known as:
a. Scanty baggage b. slept out
c. Skipper d. Departure
- vii) Cigar should be stored in a box made with the wood of:
a. Oak b. pine
c. Walnut d. Cedar

- viii) Campari is a type of:
a. Bitter b. Tonic water
c. Cocktail d. Hot beverage
- ix) Mansion is used to polish.....surface:
a. Metal b. Leather
c. Wood d. Plastic
- x) The food and beverage order is appropriately taken by:
a. Bus boy b. Waiter
c. Captain d. Apprentice

- 2) Match the phrases by putting correct number. [5×1=5]
- | | | |
|------|----------------|-------------------|
| i) | Hors d' oeuvre | Main course |
| ii) | Entree | Fruit and nuts |
| iii) | Releve | Sweet |
| iv) | Entremets | Appetizer |
| v) | Dessert | First meat course |
- 3) Write Short Notes: [5×1=5]
- | | |
|----|--------------|
| a) | Tariff |
| b) | Wake up call |
| c) | pot Still |
| d) | Dressing |
| e) | Demi- Glaze |
- 4) Long Answer Questions (**any three**): [3×10=30]
1. Define telephone etiquette. Write sequential step of handling a telephone call with conversation from the time of receiving till transferring the call to the room guest.
 2. Define mixed drink. Write two examples of each type of mixed drinks with recipes of any two mixed drinks.
 3. What do you understand by the term metal surfaces? What are the various types of metal found in a hotel and their cleaning methods?
 4. Define Reservation and write down Factor affecting of Reservation.

- 5) Explain **any six** questions: [6×5=30]
- a. Define breakfast and Write down the short brief about types of breakfast.
 - b. Define side board and explain its functions.
 - c. Define cigarette and explain its service procedures.
 - d. Define VTL and explain its procedure.
 - e. Write floral decoration materials and explain general rules of it.
 - f. Explain different types of thick soups.
 - g. Explain different types of room rate and the basis of charging.
 - h. Defines Beer and writes down the types of beer.