

## **B COM SEMESTER 5- MCQ**

### **HOSPITALITY MANAGEMENT**

1. Which department receives orders to deliver food and beverages to the guests' rooms?
  - a) Housekeeping
  - b) Front Office
  - c) Room Service
  - d) Food and Beverage
  
2. Which one of the following is a record of financial transactions taking place between a guest and the hotel?
  - a) Folios
  - b) ledgers
  - c) Guest accounts
  - d) Vouchers
  
3. If a hotel accepts more bookings than the hotel can accommodate for a particular period, it is known as:
  - a) occupation.
  - b) Upselling
  - c) Overbooking.
  - d) Reservations.
  
4. HRACC stand for.....
  - a) Hostel & Reservation Association Classification Counter
  - b) Hotel & Reservation Association Classification Counter
  - c) Hostel & Restaurant Association Classification Committee
  - d) Hotel & Restaurant Approval Classification Committee
  
5. Which of the following things should make guest comfortable...?
  - a) Asking personal questions
  - b) Laughing at Guest
  - c) Staring at guest
  - d) Talking with smile.
  
6. What should be considered while checking for availability of room?
  - a) Your personal relations with guest
  - b) Guest request.
  - c) Behavior of guest
  - d) None of the above

7. Late Night registrations must be handled according to \_\_\_\_\_

- a) Your mood
- b) Customer mood
- c) Anyway you want
- d) Company policy

8. Before allotting a room, which of the following things you must do?

- a) Cross check the details with guest
- b) Build personal relationship
- c) Take tip from the guest
- d) Both A & B

9. If preferred room is not available then, what are you suppose to do?

- a) Ask the guest to leave
- b) Tell them about better hotels
- c) Allot alternative room
- d) None of the above

10. Which of the following things are expected from good Front Office associate\_\_\_\_\_?

- a) Knowledge of organizational procedures
- b) Convincing guest to stay in hotel
- c) Both A&B
- d) None of the above

11. What should you must do with guest during check in?

- a) Ask personal questions
- b) Tell them your story
- c) Ask for tip
- d) Ask for any requirement

12. Which of the following things will ensure that guest are satisfied all the time?

- a) Guest should be attended at every instance of their request
- b) Guest should be assisted on their every query
- c) Guest should be ignored when you are not in mood to interact
- d) Both A & B

13. A good Front Office Associate (FOA) should understand which of the following thing:-

- a) Company's targets

- b) Importance of punctuality
- c) Work output requirements
- d) All of the above.

14. How should you communicate with your Guests?

- a) Rudely
- b) As per your mood
- c) Politely
- d) None of the above

15. A guest who checks In with no luggage or hand bag called \_\_\_\_\_

- a) CVGR
- b) VVIP
- c) Scanty Baggage
- d) No Show

16. Total room sales divided by the number of rooms sold represents \_\_\_\_\_

- a) Rack Rate
- b) Average Daily Rate (ADR)
- c) Room Occupancy %age
- d) All of Above

17. At Check-In time; a confirmed reservation guest is requested to complete \_\_\_\_\_?

- a) A Reservation Form
- b) A Booking Form
- c) A Registration Form
- d) A Feedback Form

18. When was the first hotel in India was established?

- a. 1903
- b. 1803
- c. 1947
- d. 1957

19. Which is place where guests can buy fresh produce ranging from baked bread, cold meat etc.

- a) Deli
- b) Banquet
- c) Longue
- d) All of Above

20. Which one of the following would authorize the payment of refunds to guests?

- a) Front Office Supervisor

- b) Duty Manager
- c) Night Porter
- d) Front Office Manager

21. The meaning of "CABANA" is \_\_\_\_\_

- a) A room type is mainly designed for disabled guests
- b) A room is always adjoining to the swimming pool or have a private pool attached to the room
- c) A room that is fitted with a sofa bed or a Murphy bed
- d) A room that can accommodate two persons with two twin beds

22. Guest Cycle - which one is correct sequence in below options?

- a. Registration ----- Checked -In ----- Reservation ----- Checked Out
- b. Reservation ----- Checked -In ----- Registration ----- Checked Out
- c. Reservation ----- Checked Out ----- Registration ----- Checked In
- d. Reservation ----- Registration ----- Checked -In ----- Checked Out

23. When making a reservation, you should do all of the following, EXCEPT:

- a. Qualify the dates
- b. If dates are not available, provide alternative dates or alternative hotels
- c. When giving rate quotes, include a description of room types and amenities
- d. Ask personal questions as much as you can

24. Which type of hotels are small and usually have the owner living on the premises?

- a. Bed and breakfast hotel
- b. Commercial hotel
- c. Airport hotel
- d. Conference centre

25. House Limit means \_\_\_\_\_

- a. A guest credit limit established by the airport authority
- b. A guest credit limit established by the credit card company
- c. A guest credit limit established by the hotel
- d. All of Above

26. A billing arrangement under which room charges include the guest room and all three meals; also called full pension or \_\_\_\_\_

- a) Continental Plan
- b) Modified American Plan
- c) English Plan

d) American Plan

27. What is the best definition of hospitality?

- a. Service
- b. Meeting the anticipation needs of our guests with kindness and goodwill
- c. Businesses that provide services to people who are traveling
- d. A special room that is used to serve refreshments to groups of people

28. To be a good employee in the hospitality industry you need \_\_\_\_\_ skills to be able to deal with guests and customers, to get along with others, and to be a good team player.

- a. Interpersonal Skills
- b. Accountability Skills
- c. Only a & b
- d. None of above

29. A guest walks up to the front desk of the hotel and asks for a recommendation for a good place to eat. Which is the best way to respond to your guest?

- a. Tell your guest that is the concierge's job and she not working that day
- b. Direct your guest to the restaurant your friend owns
- c. Tell your guest you are new in town and don't know the restaurants
- d. Ask your guest what type of food they like and offer them nearby restaurants to choose from

30. To present a professional image of the company a receptionist should \_\_\_\_\_

- a. Leave confidential paperwork lying on the reception desk where everyone can see it
- b. Be calm and polite at all times, and deal with all of their enquiries in a professional and courteous manner.
- c. Point out to visitors any shortcomings in their dress style.
- d. Have pointless and casual conversations about the weather with all visitors.

31. Part of a receptionist's duty is to screen phone calls, the reason for this is to;

- a. Have casual conversations with the caller.
- b. Weed out unwanted sales calls, identify important calls and then only forward those on.
- c. Find out the number of the person calling, so you can call them back later.
- d. Get rid of all callers as fast as they can.

32. A receptionist should have a good memory for names and faces, so they can;

- a. Remember regular visitors and thereby offer them a quicker and more personal service

- b. Write letters more professionally
- c. Use computer equipment more effectively
- d. Opportunity to learn a new office equipment.

33. S.O.P. stands for \_\_\_\_\_

- a. Self Operating Procedure
- b. Service Operator Process
- c. Standard Operating Procedure
- d. All of above

34. Which of the following is not the type of folio?

- a. Master Folio
- b. Guest Folio
- c. Employee Folio
- d. Incidental Folio

35. Who takes care of complaint handling \_\_\_\_\_.

- a. Travel desk
- b. Receptionist
- c. GRE
- d. Both b & c

36. In a large full-service hotel, the Front Office Manager (FOM) reports to the\_\_\_\_\_

- a. General Manager (GM)
- b. Chief engineer
- c. Room Division Manager (RDM)
- d. Security Director

37. A. Parasuraman, L. Berry, & V. Zeithaml's model to measure service quality is known as what?

- a. SEQUAL
- b. SERVQUAN
- c. SERVQUAL
- d. SERQUAL

38. In what century were hotels, as we know them today, developed?

- a. Sixteenth Century
- b. Seventeenth Century
- c. Eighteenth Century
- d. Nineteenth Century

39. Which of the following provides the best proof of identity when accepting a travelers cheque from a foreign guest.

- a) The guest passport
- b) The guest cheque card
- c) The guest driving license
- d) The guest credit card

40. Which term refers to a dining system where the guest serve themselves.

- a) Back bar
- b) Banquet
- c) Cocktail
- d) Buffet

41. which kind of F & B service included partial cooking and preparation

- a) On premise
- b) Off premise
- c) Room service department
- d) Bar & lounge

42. which type of restaurant are characterized by their elaborate and exclusive menu with special emphasis on the very high quality food they serve.

- a) Fine dining restaurants
- b) All day dining restaurants
- c) Specialty restaurants
- d) None of these

43. Which term is an American term for 'Alcohol Bar'

- a) Back bar
- b) Banquet
- c) Dram shop
- d) Deli

44. The hotel diary is a part of:

- a) Personal event diary
- b) Record of activities
- c) Reservation system
- d) Record of past event

45. The hotels are rated according to the

- a) Facilities on offer
- b) Location
- c) Ownership
- d) Staff qualification

46. The department normally responsible for servicing rooms

- a) Reception

- b) Housekeeping
- c) Porterage
- d) Maintenance

47. A hotel chain is

- a) Hotels connected to each other
- b) Hotels in difficult centres/parts of the country
- c) Part of a group with hotels in different locations
- d) Small hotels

48. An arrival list is

- a) The name and address of all resident
- b) Alphabetical list of guest due to arrive
- c) Alphabetical list of guest who have arrived
- d) Alphabetical list of arrivals and departures

49. VIP status could be given to guests because:

- a) Every hotel needs to have VIP's
- b) All the guest should be treated the same
- c) Because they have to go through special check in procedures
- d) There are occasion when the guest are singled out for special attention because of their social status

50. A guest folio is

- a) A guest bill
- b) A guest report
- c) A guest resume
- d) A guest history

51. Room allocation means

- a) Having enough rooms
- b) Room status
- c) Securing a vacant ready room guest to occupy
- d) Room diary

52. If you are staying in a five star hotel, you are an

- a) Extra high budgeted tourist
- b) Guest of the hotel
- c) Middle budgeted tourist
- d) Guest of the company that has invited you

53. A Dharamshala is suitable for

- a) Those business man who can stay in graded hotels
- b) Low income families
- c) Only rich merchants
- d) All the above

54. What is the main feature of a time share establishment

- a) It is a private property
- b) Its rooms / resources are shared by guests / tourists according to specified

time schedules.

- c) It is a facility of one star grade
  - d) None of these
55. Where is hotel Ashok located in New Delhi
- a) Jor Bagh
  - b) Chanakya puri
  - c) Sunder Nagar
  - d) New Friends Colony
56. The guest enters into a large hotel from its
- a) Lobby
  - b) Front Office
  - c) Reception
  - d) Restaurant
57. What is a motel
- a. A small hotel
  - b. A small hotel on the highway where motorists check in
  - c. A large hotel with packing facilities
  - d. A hotel with a restaurant
58. Which one of the following is a heritage hotel
- a) Maurya Sheraton, Delhi
  - b) Juhu Centaur, Mumbai
  - c) Rambagh Palace, Jaipur
  - d) Leela Kem peinsky , Mumbai
59. One would find boatels in
- a) Manali
  - b) Srinagar
  - c) Loktak
  - d) Ooty
60. Which one of the following Organizations is operating youth hostels around the world
- a) CARE
  - b) UNESCO
  - c) YMCA
  - d) UNHCR
61. Which restaurant chain was involved in a controversy related to beef follow
- a. Mc Donalds
  - b. Nirulas
  - c. Kentucky Fried Chicken
  - d. Wimpey's
62. Why are electric kettles provided in four star and five star hotels
- a. So that guests could drink hot water
  - b. So that they could make tea or coffee on their own
  - c. So that they could use this water for washing purposes
  - d. None of these
63. A Duplex room is a room with
- a) Air conditioner

- b) Two storey's connected by stairs
- c) Room service facility
- d) An extra bed

64.If a golf course , house riding track and casino have been provided within the premises of a hotel then it is a

- a. Heritage Hotel
- b. Resort Hotel
- c. Motel
- d. Ski Resort Hotel

65.A hotel smaller in size with modest boarding and lodging facilities is known

- a. Downtown Hotel
- b) Resort Hotel
- c) Air port Hotel
- d) Inns

66.Founder of Hotel Taj Mumbai was

- a. Jamshedji Tata
- b. Ghanshyam Das Birla
- c. Nusli Wadia
- d. Dhiru Bhai Ambani

67.Name of the founder of Obroi Group of Hotel Chain

- a. Mahavir Singh Obroi
- b. Mahipal Singh Obroi
- c. Mohan Singh Obroi
- d. Mahipat Singh Broil

68.Hotel Asoka , which became flagship hotel of ITDC came into being in the year

- a) 1956
- b) 1965
- c) 1968
- d) 1970

69.Modified American plan includes

- a) Two meals of the day + Room rent
- b) One meal of the day = Room rent
- c) Breakfast + Room rent
- d) None of these

70.American plan refuse to

- a. 3 daily meals included with room rates
- b. 3 meals a day
- c. Only Breakfast
- d. Only Dinner

71.Which state has the maximum number of heritage hotels in India

- a) Rajasthan
- b) Uttar Pradesh
- c) Maharashtra
- d) Karnataka

72. The DND cards in a maids trolley belong to
- Bathroom supplies
  - Guest room supplies
  - Linen supplies
  - Room service supplies
73. Name the underlines cloth used on a restaurant table
- Slip cloth
  - Demask
  - Serviette
  - Baize cloth
74. APR is the term used in hotel industry for identifying
- Average Revenue Rate
  - Average Rack Rate
  - Average Room Revenue
  - Actual Room Rate
75. Identify an international franchise hotel chain
- Taj Group
  - ITC Welcome Group
  - Marriotts
  - Lemon Tree
76. "Table d'hot" is a term related to
- Varied Buffet Services
  - Fixed number of items in a menu
  - Choice of items in a menu
  - Options for guest to prepare their own menu
77. A food service operation of a limited menu and self service is
- Buffet style
  - Bar
  - Cafeteria
  - None of these
78. A hotel employee who handles restaurant and tour reservations, travel arrangements etc is
- Housekeeper
  - Chef De Cuisine
  - Concierge
  - None of these
79. A hotel room with all guest rooms occupied is called
- Green House
  - Full House
  - Houseful
  - None of these
80. A room viewing a landscape, water body or any other service view is
- Lanai
  - Pent House
  - Cabana
  - None of these

81. Food or beverages served in guest room is known as
- Full service
  - Room service
  - Service station
  - None of these
82. Which is the hotel on wheels
- Motel
  - Rotel
  - Floatel
  - Airtel
83. which provides a choice of items is
- Alacarte
  - Table d' hote
  - Counter service
  - None of these
84. The place in a hotel where alcoholic beverages and snacks are served is
- Banquet
  - Lobby
  - Bar
  - Coffee shop
85. Customers who want to stay for a longer period prefer
- Commercial Hotels
  - Resort Hotel
  - Residential Hotels
  - Motels
86. Motels are located on
- Highways
  - Roadways
  - Sea side
  - None of these
87. Example of a floating hotel is
- Resort
  - Motels
  - Houseboat
  - None of these
88. The term restaurant originated in
- America
  - England
  - Germany
  - Italy

89. Las Vegas is the best example for
- Casino Hotels
  - Heritage Hotels
  - Budget Hotels
  - None of these
90. A shuttle service to the airport is a typical feature of which type of hotel
- Resort
  - Airport Hotel
  - Casino Hotel
  - None of these
91. Which section in a kitchen supplies tea or coffee
- Still room
  - Hot range
  - Cold room
  - Confectionary
92. Guardian is a
- Trolley
  - Tray
  - Vessel
  - None of these
93. Recaud means
- A type of dish
  - An alcohol store
  - A type of serving bowl
  - None of these
94. The person who cleans the kitchen is
- Utility worker
  - Dish washer
  - Pot washer
  - Kitchen steward
95. The person responsible for the landscapes and gardens of the hotel premises is
- Florist
  - Horticulturist
  - Public area supervisor
  - Gardener
96. Who is the head of the Housekeeping department
- Chef De Cuisine
  - Executive Housekeeper
  - Engineer
  - None of these
97. Name a country where we can see a capsule hotel

- a) China
  - b) Japan
  - c) Malaysia
  - d) None of these
98. A business lounge will be found in a ----- hotel
- a) Independent Hotel
  - b) Resort Hotel
  - c) Business Hotel
  - d) None of these
99. We can find unique artifacts and accommodations in ----- hotel
- a) Floating Hotel
  - b) Motel
  - c) Palace Hotels
  - d) None of these
100. Earliest lodging places are called
- a. Inns
  - b. Restaurants
  - c. Motels
  - d. None of these
101. Which one of the following hotel faced terrorist attack
- a. Taj Gateway
  - b. Taj Trident
  - c. Taj Mumbai
  - d. None of these
102. American service is otherwise called
- a. Guardian Service
  - b. Plate Service
  - c. Chain Service
  - d. None of these
103. Which is the only public tourism undertaking in India
- a) TAAI
  - b) IATA
  - c) ITDC
  - d) PATA
104. The main sources of Travel Agency
- a) Sales
  - b) Commission
  - c) Incentives
  - d) Production
105. IATA stands for
- a. Indian air transport association

- b. International air transport association
- c. International air traffic association
- d. Indian air traffic association

106. Universal federation of travel agents association

- a. FTTA
- b. UFTAA
- c. UFTA
- d. FTTU

107. Guest house are known as

- a. Home – away – from – home
- b. Ryokans
- c. Bed and break fasts
- d. Hostels

108. UFTAA stands for .....

- a. United Federation of Travel Agents Association
- b. Universal Federation of Tourism Agent Association
- c. Universal Federation of Travel Agents Association
- d. None of these

109. UFTAA was founded in .....

- a. Rome
- b. Japan
- c. London
- d. None of these

110. UFTAA was founded in ..... Year

- a.1960
- b. 1874
- c.1966
- d.1820

111. TAAI stands for

- a. Travel Association of Agents of India
- b. Travel Agents Association of India

- c. Trade Association of Agents of India
- d. Trade Agents Association of India

112. TAAI was formed in ..... year

- a. 1950
- b. 1951
- c. 1940
- d. 1941

113. 'OPERA' is a

- a) Travel company
- b) Software used for reservation of hotel rooms
- c) Airline charter company
- d) Franchise hotel chain

114. Wholesaler in the parlance of Tourism Industry is

- a. Airline
- b. Tour operator
- c. Hotel
- d. Travel agency

115. Which one of the following is a function of a travel agent?

- a. It acts as a ground operator.
- b. It retails the package tour.
- c. It deals with foreign exchange.
- d. It is accountable to the cancellation of tour

116. A personal item carried by a traveler, known as

- a. Allowance
- b. Baggage
- c. Baggage tag
- d. None of these

117. Leisure, Business and Home-based are the three main types of what?

- a) Hotels
- b) Resorts
- c) Travel Agents

d) Tour Operators

118. The recognition as an approved travel agency in India is granted initially for 5 years by

- (a) Ministry of Railways
- (b) Ministry of Tourism
- (c) Ministry of Civil Aviation
- (d) Ministry of Culture

119. Which of the following is the role of a travel agency?

- A. Travel agents also provide destinations transfer services to the clients as per the tour itinerary.
- B. It acts as a local agent to confirm and reconfirm the services reserved by the tour Wholesaler
- C. It negotiates the terms and conditions for commission with principal suppliers.
- D. All of the above

120. Thank you for being 'AWESOMELY UNORDINARY' has been the tag line of which Indian Origin hotel chain, celebrating its 50 years, for guests, associates and partners in 2017 – 18 ?

- (a) The Park Group of Hotels
- (b) The Oberoi Group of Hotels
- (c) The Taj Group of Hotels
- (d) The ITC Welcome group of Hotels

121. A guest who comes to hotel without prior Reservation for a guest room is called as:

- (a) Company guest
- (b) In house guest
- (c) Walk in
- (d) Walking

122. The ITC entered into hotel business in year \_\_\_\_\_ with the acquisition of a hotel in Chennai which was rechristened 'ITC Welcome Group Hotel Chola' was renamed 'My

Fortune-Chennai'.

- (a) 1955
- (b) 1965
- (c) 1975
- (d) 1985

123. How many seven star hotels are there in India ?

- (a) 10
- (b) 5
- (c) 7
- (d) 1

124. Which of the following is a way in which Marketing affects menu planning in a restaurant?

- a. Demographics (gender, income, age, family status, ethnicity) of the guests
- b. Purpose of the guest's visit (guest's wants and needs)
- c. None are correct
- d. Both a and b are correct

125. Which of the following is a way in which Marketing affects menu planning in a restaurant?

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- c. None are correct
- d. Both a and b are correct

126. Many full-service hotels and almost all restaurants will divide duties by front-of-house and back-of-house departments. Which statement below is the best definition of the two terms?

- a. Front-of-house employees interact with guests; back-of-house employees rarely interact with guests
- b. Front-of-house employees work the front desk; back-of-house are employees work in areas

that are not public

- c. Front-of-house employees work indoors; back-of-house employees work mainly outdoors
- d. None of these definitions are correct

127. A Front Office Manager of a full-service hotel is responsible for which departments?  
Choose from

the lists below.

- a. Reservations, front desk, communications, night audit
- b. Reservations, front desk, transportation, uniformed services
- c. Reservations, front desk, communications, uniformed services
- d. Reservations, communications, uniformed services, concierge services

128. There are two main differences between Hotel and Restaurant food services. They are \_\_\_\_\_ and \_\_\_\_\_.

- a. room service, multiple restaurants
- b. room service, banquet service
- c. banquet service, multiple restaurants
- d. room service, staffing

129. Which of the statements below best describes a preventative security solution?

- a. Using electronic recordable key entry to guest rooms
- b. Installing cameras on cashiers and cash drawers as well as exterior doors
- c. Bolt televisions and artwork securely to furniture or walls
- d. All are appropriate preventative solution

130. Upon guest check-in at a hotel, the front desk agent has a system and procedures in place to perform several tasks. Which task does NOT belong at check-in?

- a. Confirm the rate to be paid by the guest prior to issuance of room keys
- b. Secure an acceptable form of payment from the guest

- c. Assure the status of the room assigned to the guest is “clean and vacant”
- d. Processing guest’s payment for the requested room

131. Which is the best strategy to use to ensure guest satisfaction?

- a. A free meal in the hotel’s restaurant
- b. Offering a lot of amenities for the guests
- c. Clean and working hotel room and restroom
- d. Overall good quality service in all aspects for the value of the guest’s dollar

132. At a fine dining restaurant (five star), the food service style you would expect to experience is:

- a. “American” service (plated service)
- b. “Russian” service (platter service)
- c. “French” service (prepared or finished tableside)
- d. “English” service (family style)

133. Hotels established on luxury liners or ship.

- a. Airport hotel
- b. Motel
- c. Suburban hotel
- d. Floating hotel

134. Which of the following is an example of Boatels ?

- a. Shikaras
- b. Taj hotel
- c. Obroei hotel
- d. None of these

135. Which of the following is an example of Rotels ?

- a. Deccan Odessey
- b. Shikaras
- c. Taj hotel
- d. Obroei hotel

136. What are Rotels?

- a. Hotel on train
- b. Hotel on air
- c. Hotel on water
- d. Hotel on land

137. Name of the hotel which are located near a airport.

- a. Transient hotel
- b. Residential hotel
- c. Luxurious hotel
- d. None of these

138. Park Bangalore is which type of hotel

- a. Eco hotels
- b. Boutique hotel
- c. Heritage hotel
- d. None of these

139. In which hotel a guest is graciously welcomed, offered room that have their own history, serve traditional cuisine and are entertained by folk artist.

- a. Eco hotels
- b. Boutique hotel
- c. Heritage hotel
- d. None of these

140. Which one is Asia's first Ecohotel?

- a. Orchid Mumbai
- b. Jai Mahal
- c. Park Bangalore
- d. None of these

141. A hotel which is located in the centre of the city or within a short distance from business centre, shopping areas, theatres, public offices etc. is

- a. Down town hotel
- b. Sub urban hotel
- c. motel
- d. Resort hotel

142. A legacy of the British Raj, these were built as rest houses for colonial official across the country as well as in remote areas and scenic locales

- a. Dark bungalow
- b. Sarai
- c. Lodges
- d. Yatri nivas

143. Modest hotel situated away from the centre of the city or located at a remote destination

- a. Dark bungalow
- b. Sarai
- c. Lodges
- d. Yatri nivas

144. The first hotel in India

- a. Taj Mahal Palace
- b. Leela
- c. Marroit
- d. Oberoi

145. The first hotel in India was established in which place

- a. Mumbai
- b. Banglore
- c. Delhi
- d. Tamil Nadu

146. Chef poissonier specializes in

- a. Vegetarian
- b. Fish preparation
- c. Meat
- d. None of these

147. Which section in a kitchen supplies tea or coffee

- a. Still room
- b. Hot range
- c. Cold room
- d. Confectionary

148. The chef De party responsible vegetable preparations are

- a. Potagus
- b. Entremelier
- c. Charcutier
- d. Poussonier

149. Hotelier means

- a. Worker of the house keeping department
- b. Owner of the restaurant
- c. Manager of the front office
- d. A manager or owner of a hotel

150. HRACC means

- a. Hotel And Restaurant Approved and Classification Committee
- b. Housekeeping And Restaurant Association of Central Committee
- c. Hotel And Resort Approval and Classification Council
- d. Hotel And Restaurant Association of Central Committee

151. Lounge means

- a. Place to relax for hotel guest
- b. Place for food and beverage
- c. Place for deposit valuable things
- d. None of these

152. First type of hotel in the United States

- a. Casino hotel
- b. Commercial hotel
- c. Residential hotel
- d. None of these

153. What is the name and location of the world's first under water hotel ?

- a. Poseidon Unclu Fiji
- b. Crescent Hydroples in Dubai
- c. Jales undersca lodge in key laigo, Florida
- d. None of the above

154. FHRAI means

- a. Federation of Hotel & Restaurant Association of India
- b. Federal Hotel & Restaurant Association of India
- c. Federation of Houseboat and Restaurant Association of India
- d. None of These

155. Which of the following are heritage hotels in India?

- a. Rambagh Palace in Jaipur,

- b. Umaid Bhawan Palace in Jodhpur,
- c. Taj Lake Palace in Udaipur
- d. All of the above

156. IHCL means

- a. The Indian Hotels Company Limited
- b. International Hotel Corporation Limited
- c. Indian Hotel Corporation Limited
- d. International Hotel Corporation Limited

157. Which of the following are Ecotels in India?

- a. The Rain Tree
- b. The Fern, Jaipur
- c. Rodas, Mumbai
- d. All of the above

158. Guests who stay in a hotel with concealing identities so as to avoid notice and formal attention is known as:

- a. Incognito
- b. VIP
- c. Business travelers
- d. None of these

159. EIH belongs to which hotel group

- a. The Oberoi Group
- b. The Taj Group
- c. Asian Hotels
- d. Leela Group

160. HCI

- a. Hotel Corporation of India
- b. House Corporation of India
- c. Hotel Company of India
- d. Hotel Corporal of India

161. “Ginger”- the economy hotel is a concept of which hotel group

- a. The Oberoi group
- b. The Taj group
- c. Asian hotels
- d. Leela group

162. A public limited company wholly owned by Air India Limited?

- a. HCI
- b. TAAI
- c. ITDC
- d. None of These

163. Which are the international hotels in India?

- a. Marriott,
- b. Meridian,
- c. Sheraton
- d. All of the above

164. A room with a balcony which generally overlooks a garden, waterfall or any other such element of scenic beauty

- a. Lonai
- b. Suite
- c. Cabana
- d. Pent house

165. A luxurious room situated at the top floor of a hotel

- a. Lonai
- b. Suite
- c. Cabana
- d. Pent house

166. Hotels with more than 1000 rooms are known as

- a. Mega hotel
- b. Large hotel
- c. Small hotel
- d. Medium hotel

167. Hotels located primarily in metropolitan cities are known as

- a. Five star deluxe hotel
- b. Five star hotel
- c. Four star hotel
- d. Three star hotel

168. Rooms at different levels or floors and both being connected by stairs is known as:

- a. Lonai
- b. Suite
- c. Cabana
- d. Duplex

169. A standard rate charged by a hotel from the guests is known as

- a. Rack rate
- b. Group rate
- c. Wholesale rate
- d. Package rate

170. The hotels which floats on water is known as

- a. Floatels
- b. Motel
- c. Lodge
- d. Resort

171. Which of the following software is used in hotels?

- a. Opera,
- b. Amadeus
- c. Shawman
- d. All of the above

172. A group of people that eat together at one time and in one place is called a:

- a. Banquet
- b. Group
- c. Gathering
- d. Assembly

173. A document that lists all of the needs and requirements of a function in a hotel is called a

- a. Hotel event order
- b. Function event order
- c. Banquet event order
- d. Master event order

174. Who is generally in charge in a hotel kitchen?

- a. Garde manager
- b. Chef tournant
- c. Executive chef
- d. Sous chef

175..... is one of the highest concern of guest who visit hospitality business

- a. Comfort
- b. Security

- c. Location
- d. Food and beverage

176. Guest surveys consistently rank which of the following as the number one concern in hotels?

- a. Must be close to shopping
- b. Room is ready and available when checking in
- c. Late night room service
- d. Cleanliness

177. Which of the following is not a front office module of the typical property management system

- a. Room management
- b. Food and beverage management
- c. Reservation management
- d. Guest accounting management

178. Which of the following hotel employees are responsible for balancing the guest accounts every day?

- a. Front desk clerk
- b. General manager
- c. Night auditor
- d. Accountant

179. To which department does the concierge report?

- a. Human resource
- b. Front office
- c. Security
- d. Accounting

180. Total room sales divided by the number of rooms sold represents

- a. Rack rate
- b. Room occupancy percentage
- c. Daily report
- d. Average daily rate

181. The goods or services can't be stored for the future use or have short usage life is termed as

- a. Inseparability
- b. Perishability
- c. Variability
- d. Intangibility

182. Who amongst the following is the founder of RedBus.in ?

- (A) Ritesh Agarwal
- (B) PhanindraSama
- (C) Ashish Kashyap
- (D) SubhashGoyal

183. The headquarters of CLEARTRIP is in

- A. Mumbai
- B. Delhi
- C. Bangalore
- D. Goa

184. . ‘Diltoh roaming hai’ is the tag line of which of the following company?

- (a) Reliance Jio
- (b) Make My Trip
- (c) Yatra.com
- (d) Trip Advisor

185. A computerized system used to access information about schedules , availability , fares and other travel for materials known as .....

- a. Check in
- b. Computer reservation system
- c. Booking
- d. Check – out

186. Home – away – from – home concept represented .....

- a. Farm houses
- b. Extended stay facilities
- c. Guest house
- d. None of these

187. Who is the founder of cleartrip ?

- (a) Vinay Gupta
- (b) Krishna Mohan Alapati

- (c) Stuart Crighton and Hrush Bhatt
- (d) DhruvShringi, Manish Amin and Sabina Chopra

188. Ministry of Tourism, Government of India has launched a web application to facilitate hoteliers for classification and approval of their hotel. The official online portal for the same is :

- (a) <https://www.hotelcloud.nic.in>
- (b) <https://www.nchm.nic.in>
- (c) <https://www.thims.gov.in>
- (d) <https://www.hracc.gov.in>

189. GDS means

1. Global Distribution System
2. Green Distribution System
3. Global Development System
4. Green Deposit System

190. Which is the first 5 star Delux hotel of India?

- a. Oberoi Sherton Hotel Delhi
- b. Ashoka Hotel Delhi
- c. Taj Mahal Hotel Mumbai
- d. Ashoka Hotel Bangalore

191. HACCP certificate in hotels stands for

- a. Hazard Analysis and Critical Control Point
- b. Hazard Analysis and Crucial Control Point
- c. Health Analysis and Critical Control Point
- d. Health Analysis and Crucial Control Point

192. The symbol of hospitality is associated with

- a. Apple
- b. Pineapple
- c. Orange
- d. Grapes

193. FSSAI stands for:

- a. Food Safety and Standards Authority of India
- b. Food Safety Satisfy All India
- c. Food Safety Storage Authority of India
- d. Food Storage Safety Authority of India

194. Which state has the maximum number of heritage hotels in India

- a. Rajasthan
- b. Uttarpradesh
- c. Karnataka
- d. Maharashtra

195. Which of the following types of hotels would likely appeal most to pleasure/ leisure travelers?

- a. Airport hotels
- b. Resort hotels
- c. Residential hotel
- d. Convention hotel

196. Which of the following types of front office software enables a hotel to generate room reports, revenue reports, and forecasting reports?

- a. General management software
- b. Guest accounting software
- c. Rooms management software
- d. Reservations management software

197. Which of the following types of hotels is least likely to offer uniformed guest services?

- a. World-class service hotels
- b. First-class service hotels
- c. Mid-range service hotels
- d. Economy/limited service hotel

198. Guests are owners

- a. Commercial hotel
- b. Bed and breakfast
- c. Residential hotel
- d. Timeshare condominium

199. Suite hotels usually feature:

- a. several types of food and beverage services.
- b. more public areas and guest services than other hotels.
- c. guestrooms with separate bedrooms and living rooms.
- d. leisure sports activities.

200. Resort hotels distinguish themselves from most other types of hotels by providing:

- a. kitchen amenities.
- b. food and beverage services.

- c. special activities such as horseback riding.
- d. conference and meeting rooms.

## ANSWERS

1. Room Service
2. Folios
3. Overbooking.
4. Hotel & Restaurant Approval Classification Committee
5. Talking with smile.
6. Guest request.
7. Company policy
8. Cross check the details with guest
9. Allot alternative room
- 10 Both A&B
11. Ask personal questions
12. Both A & B
13. All of the above.
14. Politely
15. Scanty Baggage
16. Average Daily Rate (ADR)
17. A Registration Form
18. 1903
19. Deli
20. Front Office Manager
21. A room is always adjoining to the swimming pool or have a private pool attached to the room
22. Reservation ----- Registration ----- Checked -In ----- Checked Out
23. Ask personal questions as much as you can
24. Bed and Breakfast hotel
25. A guest credit limit established by the hotel

- 26 American Plan
27. Meeting the anticipation needs of our guests with kindness and goodwill
28. Interpersonal Skills
29. Ask your guest what type of food they like and offer them nearby restaurants to choose from
30. Be calm and polite at all times, and deal with all of their enquiries in a professional and courteous manner
31. Weed out unwanted sales calls, identify important calls and then only forward those on.
32. Remember regular visitors and thereby offer them a quicker and more personal service
- 33 Standard Operating Procedure
- 34 Incidental Folio
35. Both b & c
- 36 Room Division Manager (RDM)
- 37 SERVQUAL
- 38 Nineteenth Century
- 39 The guest passport
40. Buffet
41. Off premise
42. Fine dining restaurants
43. Dram shop
44. Reservation system
- 45 Facilities on offer
- 46 Housekeeping
- 47 Part of a group with hotels in different locations
- 48 Alphabetical list of guest due to arrive
- 49 There are occasion when the guest are singled out for special attention because of their social status
50. A guest bill
51. Securing a vacant ready room guest to occupy

52. Extra high budgeted tourist
53. Low income families
54. Its rooms / resources are shared by guests / tourists according to specified time schedules.
55. Chanakya puri
56. Lobby
57. A small hotel on the highway where motorists check in
58. Rambagh Palace, Jaipur
59. Srinagar
60. YMCA
61. Kentucky Fried Chicken
62. So that they could make tea or coffee on their own
63. Two storey's connected by stairs
64. Resort Hotel
65. Resort Hotel
66. Jamshedji Tata
67. Mahavir Singh Obroi
68. 1968
69. One meal of the day = Room rent
70. 3 daily meals included with room rates
71. Rajasthan
72. Room service supplies
73. Baize cloth
74. Average Revenue Rate
75. Marriots
76. Choice of items in a menu
77. Cafeteria
78. None of these
79. Houseful

80. Lanai
81. Room service
82. Rotel
83. Alacarte
84. Bar
85. Residential Hotels
86. Highways
87. Houseboat
88. Germany
89. Casino Hotels
90. Airport Hotel
91. Hot range
92. Trolley
93. An alcohol store
94. Kitchen steward
95. Horticulturist
96. Executive Housekeeper
97. Japan
98. Palace Hotels
99. Business Hotel
100. Inns
101. Taj Mumbai
102. Plate Service
103. ITDC
104. Commission
105. International air transport association
106. UFTAA
107. Bed and break fasts

108. United Federation of Travel Agents Association
109. Rome
110. 1966
111. Travel Agents Association of India
112. 1951
113. Software used for reservation of hotel rooms
114. Tour operator
115. It retails the package tour.
116. Baggage
117. Travel Agents
118. Ministry of Tourism
119. All of the above
120. The Park Group of Hotels
121. Walk in
122. 1975
123. 10
124. Both a and b are correct
125. Both a and b are correct
126. Front-of-house employees interact with guests; back-of-house employees rarely interact with guests
127. Reservations, front desk, communications, uniformed services
128. room service, banquet service
129. All are appropriate preventative solution
130. Processing guest's payment for the requested room
131. Overall good quality service in all aspects for the value of the guest's dollar
132. "French" service (prepared or finished tableside)
133. Floating hotel
134. Shikaras

135. Deccan Odessey
136. Hotel on train
137. Transient hotel
138. Boutique hotel
139. Heritage hotel
140. Orchid Mumbai
141. Down town hotel
142. Dark bungalow
143. Lodges
144. Taj Mahal Palace
145. Mumbai
146. Fish preparation
147. Hot range
148. Entremelier
149. A manager or owner of a hotel
150. Hotel And Restaurant Approved and Classification Committee
151. Place to relax for hotel guest
152. Commercial hotel
153. Crescent Hydroples in Dubai
154. Federation of Hotel & Restaurant Association of India
155. All of the above
156. The Indian Hotels Company Limited
157. All of the above
158. Incognito
159. The Oberoi Group
160. Hotel Corporation of India
161. The Taj group
162. HCI

163. All of the above
164. Lonai
165. Pent house
166. Mega hotel
167. Five star deluxe hotel
168. Duplex
169. Rack rate
170. Floatels
171. All of the above
172. Banquet
173. Master event order
174. Executive chef
175. Security
176. Cleanliness
177. Food and beverage management
178. Night auditor
179. Front office
180. Average daily rate
181. Perishability
182. Ashish Kashyap
183. Mumbai
184. Make My Trip
185. Computer reservation system
186. Guest house
187. Stuart Crighton and Hrush Bhatt
188. <https://www.hotelcloud.nic.in>
189. Global Distribution System
190. Ashoka Hotel Delhi

191. Hazard Analysis and Critical Control Point
192. Pineapple
193. Food Safety and Standards Authority of India
194. Rajasthan
195. Resort hotels
196. Reservations management software
197. Economy/limited service hotel
198. Timeshare condominium
199. guestrooms with separate bedrooms and living rooms.
200. special activities such as horseback riding.