

HOSPITALITY MANAGEMENT AND PUBLIC RELATIONS

BTS MULTIPLE CHOICE QUESTIONS

1. 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
2. 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
3. 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
4. In a single bedroom , the number of glasses given to the guests is
 - a) 1
 - b) 2
 - c) 4
 - d) None of these
5. Where is hotel Ashok located in New Delhi
 - a) Jor Bagh
 - b) Chanakya puri
 - c) Sunder Nagar
 - d) New Friends Colony
6. The guest enters into a large hotel from its
 - a) Lobby
 - b) Front Office
 - c) Reception
 - d) Restaurant

7. Cocktails are mixed only by expert cocktail makers or experienced bar tenders. Infact, they are proud of their skills. Why is that so ?
- a) Cocktails are difficult to make
 - b) It is important to mix different liquors and fruit juices in a correct proportion , the guest should not digest on add cocktail and become sick
 - c) They are at the forefront of the sales departments in the bar and so, they feel proud of their cocktail making skills.
 - d) They know how to make ready mixtures in style and hence are proud of their skills
8. Which one of the following is not available in the in-flight menu.
- a) Beer
 - b) Red wine
 - c) White wine
 - d) Cigarettes
9. 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
10. 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
11. One would find boatels in
- a) Manali
 - b) Srinagar
 - c) Loktak
 - d) Ooty
12. Which one of the following Organizations is operating youth hostels around the world
- a) CARE
 - b) UNESCO
 - c) YMCA
 - d) UNHCR
13. Which restaurant chain was involved in a controversy related to beef follow
- a) Mc Donalds
 - b) Nirulas
 - c) Kentucky Fried Chicken
 - d) Wimpey's

14. Why are electric kettles provided in four star and five star hotels
- So that guests could drink hot water
 - So that they could make tea or coffee on their own
 - So that they could use this water for washing purposes
 - None of these
15. A Duplex room is a room with
- Air conditioner
 - Two storey's connected by stairs
 - Room service facility
 - An extra bed
16. The size of the bed in a king room is
- 60" x 80"
 - 80" x 72"
 - 45" x 60"
 - 60" x 60"
17. What is a mock tail
- It is liquor mixed with fruit juices
 - It is a combination of fruit juices tastefully garnished but sans alcohol
 - It is a type of draught beer
 - It is plain lemon juice
18. If a golf course, house riding track and casino have been provided within the premises of a hotel then it is a
- Heritage Hotel
 - Resort Hotel
 - Motel
 - Ski Resort Hotel
19. Identify the hierarchical sequence
- Chef d' cuisine, Souse chef, Chef d' party
 - Chef d' party, Chef d' cuisine, Souse chef
 - Souse chef, Chef d' party, Chef d' cuisine
 - Chef d' party, Souse chef, Chef d' cuisine
20. A hotel smaller in size with modest boarding and lodging facilities is known
- Downtown Hotel
 - Resort Hotel
 - Air port Hotel
 - Inns
21. Founder of Hotel Taj Mumbai was
- Jamshedji Tata
 - Ghanshyam Das Birla
 - Nusli Wadia
 - Dhiru Bhai Ambani

22. 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
23. Hotel Asoka , which became flagship hotel of ITDC came into being in the year
- a) 1956
 - b) 1965
 - c) 1968
 - d) 1970
24. Modified American plan includes
- a) Two meals of the day + Room rent
 - b) One meal of the day = Room rent
 - c) Breakfast + Room rent
25. American plan refuse to
- a) 3 daily meals included with room rates
 - b) 3 meals a day
 - c) Only Breakfast
 - d) Only Dinner
26. Cabana means
- a) Studio room
 - b) Twin rooms
 - c) Triple room
 - d) Room attached to the swimming pool ride for changing or resting
27. Which state has the maximum number of heritage hotels in India
- a) Rajasthan
 - b) Uttar Pradesh
 - c) Maharashtra
 - d) Karnataka
28. The DND cards in a maids trolley belong to
- a) Bathroom supplies
 - b) Guest room supplies
 - c) Linen supplies
 - d) Room service supplies
29. Name the underlines cloth used on a restaurant table
- a) Slip cloth
 - b) Demask
 - c) Serviette
 - d) Baize cloth

30. APR is the term used in hotel industry for identifying
- a) Average Revenue Rate
 - b) Average Rack Rate
 - c) Average Room Revenue
 - d) Actual Room Rate
31. Identify an international franchise hotel chain
- a) Taj Group
 - b) ITC Welcome Group
 - c) Marriots
 - d) Lemon Tree
32. "Table d'hot" is a term related to
- a) Varied Buffet Services
 - b) Fixed number of items in a menu
 - c) Choice of items in a menu
 - d) Options for guest to prepare their own menu
33. A food service operation of a limited menu and self service is
- a) Buffet aria
 - b) Bar
 - c) Cafeteria
 - d) None of these
34. A hotel employee who handles restaurant and tour reservations, travel arrangements etc is
- a) Housekeeper
 - b) Chef De Cuisine
 - c) Concierge
 - d) None of these
35. A hotel room with all guest rooms occupied is called
- a) Green House
 - b) Full House
 - c) Houseful
 - d) None of these
36. Regular published rate of a hotel or other travel service is called
- a) Room Rate
 - b) Rack Rate
 - c) Normal Rate
 - d) None of these
37. A room viewing a landscape, water body or any other service view is
- a) Lanai
 - b) Pent House
 - c) Cabana
 - d) None of these

38. Food or beverages served in guest room is known as
- a) Full service
 - b) Room service
 - c) Service station
 - d) None of these
39. Pensions are found in
- a) UK and France
 - b) Europe and USA
 - c) India and Europe
 - d) None of these
40. Which is the first state in India to convert its Maharaja's into hotel
- a) Rajasthan
 - b) Kashmir
 - c) Uttar Pradesh
 - d) Madhya Pradesh
41. In which year Indian Tobacco company (ITC) entered hotel industry
- a) 1958
 - b) 1956
 - c) 1957
 - d) 1959
42. Which is the hotel on wheels
- a) Motel
 - b) Rotel
 - c) Floatel
 - d) Airtel
43. A hotel situated near an airport is known as
- a) Floatel
 - b) Airtel
 - c) Motel
 - d) Rotel
44. The mean which provides a choice of items is
- a) Alacarte
 - b) Table d' hote
 - c) Counter service
 - d) None of these
45. The place in a hotel where alcoholic beverages and snacks are served is
- a) Banquet
 - b) Lobby
 - c) Bar
 - d) Coffee shop

46. Customers who want to stay for a longer period prefer
- a) Commercial Hotels
 - b) Resort Hotel
 - c) Residential Hotels
 - d) Motels
47. Motels are located on
- a) Highways
 - b) Roadways
 - c) Sea side
 - d) None of these
48. Example of a floating hotel is
- a) Resort
 - b) Motels
 - c) Houseboat
 - d) None of these
49. The term restaurant originated in
- a) America
 - b) England
 - c) Germany
 - d) Italy
50. Las Vegas is the best example for
- a) Casino Hotels
 - b) Heritage Hotels
 - c) Budget Hotels
 - d) None of these
51. A shuttle service to the airport is a typical feature of which type of hotel
- a) Resort
 - b) Airport Hotel
 - c) Casino Hotel
 - d) None of these
52. Chef poissonier specializes in
- a) Vegetarian
 - b) Fish preparations
 - c) Meat
 - d) None of these
53. Which section in a kitchen supplies tea or coffee
- a) Still room
 - b) Hot range
 - c) Cold room
 - d) Confectionary

54. Guardian is a
- a) Trolley
 - b) Tray
 - c) Vessel
 - d) None of these
55. Recaud means
- a) A type of dish
 - b) An alcohol store
 - c) A type of serving bowl
 - d) None of these
56. The chef De party responsible for vegetable preparations are
- a) Potagers
 - b) Entremetier
 - c) Charcutier
 - d) Poissonier
57. The person who cleans the kitchen is
- a) Utility worker
 - b) Dish washer
 - c) Pot washer
 - d) Kitchen steward
58. The portion responsible for the landscapes and gardens of the hotel premises is
- a) Florist
 - b) Horticulturist
 - c) Public area supervisor
 - d) Gardener
59. Who is the head of the Housekeeping department
- a) Chef De Cuisine
 - b) Executive Housekeeper
 - c) Engineer
 - d) None of these
60. Countries which created Hydro polis first are
- a) Germany and Italy
 - b) China and Dubai
 - c) Singapore and Bangkok
 - d) None of these
61. Name a country where we can see a capsule hotel
- a) China
 - b) Japan
 - c) Malaysia
 - d) None of these

62. A business lounge will be found in a ----- hotel
- a) Independent Hotel
 - b) Resort Hotel
 - c) Business Hotel
 - d) None of these
63. We can find unique artifacts and accommodations in ----- hotel
- a) Floating Hotel
 - b) Motel
 - c) Palace Hotels
 - d) None of these
64. A property which provides full ownership of units is called a
- a) Time share
 - b) Condominiums
 - c) Bed and Breakfast
 - d) None of these
65. Vacation homes found in Switzerland are called
- a) Condominiums
 - b) Chalets
 - c) Caravans
 - d) None of these
66. An order is found in
- a) House keeping
 - b) Front Office
 - c) Room service
 - d) None of these
67. Earliest lodging places are called
- a) Inns
 - b) Restaurants
 - c) Motels
 - d) None of these
68. Which one of the following hotel faced terrorist attack
- a) Taj Gateway
 - b) Taj Trident
 - c) Taj Mumbai
 - d) None of these
69. American service is otherwise called
- a) Guardian Service
 - b) Plate Service
 - c) Chain Service
 - d) None of these

ANSWERS

1.a	2.b	3.b	4.b	5.b	6.a	7.b	8.d	9.b	10.c	11.b	12.c
13.c	14.b	15.b	16.	17.b	18.b	19.a	20b	21. a	22.a	23.c	24.b
25.a	26.d	27. a	28.d	29.d	30.a	31.c	32.c	33.c	34.d	35.c	36.b
37.a	38.b	39.b	40.a	41.c	42.b	43.b	44.a	45.c	46.c	47.a	48.c
49.c	50.a	51.b	52.b	53.b	54.a	55.b	56.b	57.d	58.b	59.b	60.a
61.b	62.c	63.c	64.b	65.b	66.c	67.a	68.c	69.b			