

8. Which of the following is not a front office module of the typical property management system (PMS)?
- a) Reservations management b) Food and beverage management
c) Rooms management d) Guest accounting management
9. The concierge is under which department?
- a) Security b) Accounting c) Rooms Division d) Front Office
10. Which of the following hotel employees are responsible for balancing the guests accounts every day?
- a) Night Auditor b) General Manager c) Front Desk Clerk d) Accountant
11. Which of the following represents the most significant cost in kitchen operations?
- a) Maintenance b) Utilities c) Uniforms d) Labor
12. Who is generally in charge of a hotel kitchen?
- a) Sous Chef b) Chef Tournant c) Executive Chef d) Garde Manager
13. Food cost percentage is calculated by:
- a) Cost of food divided by amount of food sales.
b) Amount of food sales divided by the cost of food.
c) Amount of entrees sold divided by total sales.
d) Amount of food sales divided by cost of labor.
14. Deboned, stuffed, rolled and cooked meat
- a) Galantine b) Supreme c) Winglet d) Ballotine
15. An essence made from shell fish;
- a) Glaze b) Coulis c) Fumet d) Bisque
16. Which of the following is not a potentially hazardous food?
- a) Fish b) Macaroni c) Chicken d) Milk
17. Bar efficiency is measured by:
- a) Pour/cost percentage. b) Labor efficiency standards
c) Number of guests served d) Contribution profits.
18. The chief steward is responsible for which of the following functions?
- a) Pest control b) Sanitation c) Room service d) Both answers a and b.
19. A document that lists all of the needs and requirements of a function in a hotel is called a catering event order or:
- a) Function event order. b) Master event order.
c) Banquet event order. d) Hotel event order.
115. The process that a company uses to integrate new employees into an organization is called
- a) Training b) Orientation c) Motivation d) On boarding
116. Horseradish sauce should be offered when serving:
- a) Smoked mackerel b) Fried whitebait c) Wiener schnitzel d) Roast leg of lamb
117. Grissini is another name for:
- a) Small brioches b) Thin bread sticks c) Melba toast d) Slices of French bread
118. Sorbet is a:
- a) Mild herb used in making stuffings
b) Refreshing water ice served midway through a banquet
c) Cold sauce served with globe artichokes
d) Continental smoked sausage
119. A gueridon is a:
- a) Moveable sideboard
b) Mobile table for doing lampwork
c) Cigar and liqueur handcart
d) Trolley for taking used crockery and cutlery to the wash-up
120. The abbreviation 'B and B' means:
- a) A bartender's beaker
b) Benedictine liqueur and brandy
c) A barbecue for spit-roasting foods outdoors
d) Babycham and Bacardi

101. Which pasta is short and shaped like a corkscrew?
 a) Russet b) Risotto c) Pilaf d) Fusill
102. Yeast are most likely to grow in frozen fruits during
 a) Slow thawing b) Ambient temperature
 c) Refrigeration d) None of these
103. The predominant micro-organisms in frozen foods are
 a) Bacteria b) Micro-coccus c) Yeast and moulds d) None of these
104. Chili peppers and cucumbers are a type of _____ vegetable.
 a) Seed b) Root c) Fruit d) Flower
105. In which preparation method is fruit cooked in a simmering liquid?
 a) Frying b) Basting c) Baking d) Poaching
106. Fresh fruits and vegetables that need to ripen after purchasing should be stored
 a) In a refrigerator b) In a dark, cold place
 c) At room temperature d) At freezing temperature
107. Which is not a family of the root vegetables?
 a) Carrot b) Beans c) Yam d) Garlic
108. Vegetables are a major source of _____ and _____ intake and are very important part of our diet.
 a) Water and energy b) Vitamin and minerals
 c) Carbohydrates and minerals d) Vitamin C and Carbohydrate
109. Which grand sauce is made from veal, chicken, or fish stock and a white or blond roux?
 a) Tomato b) Béchamel c) Velouté d) Espagnole
110. Roux is added to soups as a
 a) Clarifier. b) Flavoring a) Seasoning d) Thickener
111. A water-based extinguisher should be used on only Class _____ fires.
 a) A b) C c) B d) A/B
112. Which is the least serious degree of burn?
 a) First b) Third c) Second d) Fourth
113. The act of identifying with the feelings, thoughts, or attitudes of another person is
 a) Listening. b) Sympathy c) Empathy d) Credibility
114. A specific description or statement of what a manager wants to achieve is called
 a) Goal b) Action plan c) Objective d) Vision statement
20. The largest lodging enterprise in the world is:
 a) Ritz-Carlton b) Marriott. c) Holiday Inn d) Howard Johnson.
21. Most common garbage disposal method is _____
 a) Composting b) Recycling c) Land filling d) Incineration
22. Bar flaring is
 a) Merchandising b) Costing c) Upselling d) Billing
23. A group of hotels that share a centralized reservation system and logo is called:
 a) Referral association b) Partnership.
 c) Syndicate d) REIT
24. A home-away-from-home atmosphere with community breakfast describes:
 a) Extended-Stay Hotels b) Economy/Budget Hotels
 c) Bed and Breakfast Inns d) All-Suite Hotels
25. Hotels with exotic locations and offering many sporting activities are known as:
 a) City Center Hotels b) Convention Hotels
 c) Casino Hotels d) Resort Hotels.
26. Which one of the following is a characteristic of convention hotels?
 a) Cater to those who want to fly-in, meet, and fly-out
 b) Near freeways
 c) No frills; no food service
 d) Facilities for large meetings and food service
27. The major flavouring agent used in making of Gin
 a) Juniper berry b) Hops c) Peach d) Cashew nut
28. Which is known as ‘Champagne of Teas’?
 a) Earl grey tea b) Jasmine Tea c) Tisanes d) Darjeeling Tea
29. Pre-plated service is otherwise known as _____
 a) French service b) American Service c) English Service d) Russian Service
30. Food servers, bartenders, greeters, bus attendants, and managers make up the work-force known as:
 a) Professional staff. b) Haert-of-the-house staff
 c) Front-of-the-house staff. d) Contribution staff

31. A waiter makes a decision and saves a guest complaint before leaving the guests' table. This is a case of:
 a) Quality control b) Risk management c) Networking d) Empowerment
32. The hospitality and tourism industry is:
 a) Made up primarily of hotels
 b) Largely made up of restaurants.
 c) Declining in size over the last ten years
 d) The largest and fastest growing industry in the world.
33. Which of the following are the six steps in wine-making?
 a) Crushing, fermenting, filtering, fining, maturing, bottling, and resting
 b) Crushing, fermenting, maturing, resting, bottling, and barreling
 c) Crushing, fermenting, filtering, fining, maturing, and bottling
 d) Crushing, fermenting, racking, maturing, filtering, and bottling
34. Which European country is not a prime wine-making region?
 a) Spain b) France c) U. K. d) Italy
35. Sparkling wines are named because they contain:
 a) Sulfur Dioxide. b) Hydrogen. c) Carbon Dioxide. d) Oxygen.
36. The legislation that governs the sale of alcoholic beverages is called:
 a) Alcohol Control c) Administrative Liquor Law
 c) Dram Shop d) Consumption Statutes
37. Fortified wines contain about:
 a) 12% alcohol b) 30% alcohol c) 20% alcohol. d) 42% alcohol
38. Which of the following is not a component of good wine-making?
 a) Bottling b) The climate
 c) The soil d) The wine-making process
39. The juice that is extracted from the grapes is called:
 a) Clear run juice b) Must. c) Solution d) Wort
40. France is known for producing which of the following:
 a) Wine, champagne, and cognac. b) Wine, champagne, and beer.
 c) Wine, port, and sherry. d) Wine, cognac, and port.
41. Which of the following is not one of the ingredients of beer?
 a) Hops b) Yeast c) Barley d) Must
90. A substance intentionally added that affects the nature and quality of food is called _____
 a) Food poison b) Food contaminant c) Food adulterant d) Food material
91. Which of the following is an adulterant?
 a) Urea b) Iron filings in tea c) Pesticides d) All of the mentioned
92. Why are adulterants added?
 a) To increase shelf-life of products. E.g.- Urea
 b) To improve flavor color and appearance
 c) To sell lesser quantity at the same price
 d) All the mentioned
93. Red wine is served at
 a) Cooling temperature b) Frozen temperature
 c) Room temperature d) Chilled
94. Bar flaring is
 a) Merchandising b) Costing c) Upselling d) Billing
95. Capital investment is associated with _____
 a) Cost b) Planning c) Menu d) Design
96. Balsamic is a variety of _____
 a) Cheese b) Wine c) Soup d) Vinegar
97. Special cleaning and sanitation tasks required for maintaining food preparation and storage areas are typically performed by:
 a) The housekeeping staff. b) The chief steward
 c) The kitchen staff. d) The dining room manager
98. Final responsibility for the cleanliness and overall appearance of banquet and meeting rooms usually rests with:
 a) The general manager. b) The banquet staff
 c) The convention services staff. d) The housekeeping staff
99. In most hotels, the housekeeping department has very limited cleaning responsibilities in relation to:
 a) Pool and patio areas b) Kitchen areas.
 c) Exercise rooms. d) Management offices
100. Grissini is another name for:
 a) Small brioches b) Thin bread sticks c) Melba toast d) Slices of French bread

76. A clear, thin liquid resulting from a clarification process is a:
 a) Consommé b) Bisque c) Purée d) Chowder
77. A thickened soup made from shellfish is a:
 a) Consommé b) Bisque c) Purée d) Chowder
78. Which of the following soups is served cold?
 a) Beer Soup b) Cherry Soup c) Pea Soup d) Gazpacho
79. Which cookery method is best suited to cooking veal or lamb shanks?
 a) Roasting b) Shallow frying c) Stewing d) Braising
80. Sherry is a type of
 a) Wine b) Brandy c) Beer d) None of these
81. Wine is obtained after alcoholic fermentation of
 a) Rice b) Grapes c) Wheat d) Barley
82. Which of the following is a bacteria disease?
 a) Polio b) Influenza c) Chicken pox d) Tuberculosis
83. Which of the following is multi cellular?
 a) Bacteria b) Fungi c) Protozoa d) All of the above
84. Hardness of water is due to the presence of:
 a) Potassium salt b) Non-metals
 c) Calcium and magnesium salts d) Metals
85. Which bacterium promotes the formation of curd?
 a) Lactobacillus c) Bacterionema c) Actinobacillus d) Chlorobiales
86. The disease causing microorganisms are called
 a) Pathogens b) Extremophile c) Methanogens d) None of the above
87. A substance intentionally added that preserves flavour and improves taste is called
 a) Food additive b) Food contaminant c) Food adulterant d) Food material
88. What are Sequestrants?
 a) They are added to keep the food stable
 b) Form a complex ion with metals like copper, iron etc
 c) Added for color d) They keep the food oxidized
89. _____ help in maintaining / controlling the acidic/alkaline changes during food processing and hence maintain flavor and stability.
 a) Buffering agents b) Anti-caking agents
 c) Sequestrants d) Anti-foaming agents
42. Bourbon whiskey is produced mainly from:
 a) Corn. b) Rice c) Barley. d) Wheat
43. Coffee first came from
 a) Iran and Saudi Arabia. b) Persia and Turkey
 c) Ethiopia and Mocha. d) Greece and Turkey
44. The least expensive pouring brand of liquor in the bar would be:
 a) Super premium brands. c) Imported brands.
 c) Call brands. d) Well brands
45. UNESCO is
 a) United Nations Educational, Scientific, and Cultural Organization
 b) United Nations Environment, Scientific, and Cultural Organization
 c) United Nations Educational, Social, and Cultural Organization
 d) United Nations Educational, Scientific, and Civic Organization
46. The following is a type of tourist attraction
 a) Purpose built b) Infrastructure c) Carrying Capacity d) Accommodation
47. Trekking Tourism is popular in which South Asian country?
 a) Nepal b) Sri Lanka c) China d) Iraq
48. The India Tourism Development Corporation Ltd (ITDC) was set up in which year
 a) 1965 b) 1975 c) 1955 d) 1985
49. A food additive that prevents color and flavor loss:
 a) Yeast b) enzyme c) fruit butter d) ascorbic acid
50. Spreading pathogens from one surface to another:
 a) Cross-contamination b) Sulfuring
 c) Food preservation d) Autoclaving
51. Weekly cleaning schedule is prepared by _____ department
 a) Maintenance b) Front office c) House Keeping d) None of the above
52. _____ is used to press linen in Industrial Laundry
 a) Calendar b) Hydro extractor c) Washmate d) Tumbler
53. The movement of keys will be recorded in
 a) Log book b) Key control register
 b) Key history register d) Key card

54. _____ is a type of central flower arrangement in a basket
 a) Nagerie b) Morimano c) Petites d) Tazza
55. _____ gives a zigzag cut on the fabric
 a) Perspex rules b) Pin cushion c) Pinkling shears d) Thimble
56. An example for soft furnishing is _____
 a) Carpet b) Drugget c) Dust Sheet d) Curtain
57. Hydrogen peroxide is a _____
 a) Acid b) Bleach c) Enzyme d) Alkali
58. How many guests can be stayed in a Quad room?
 a) 3 b) 4 c) 2 d) 1
59. Sterilization by steam at 212F or higher for at least 15 minutes:
 a) Salting b) Blanching c) Sulfuring d) Autoclaving
60. The main purpose of research in education is to _____
 a) Increase social status of an individual
 b) Increase job prospects of an individual
 c) Help in the personal growth of an individual
 d) Help the candidate become an eminent educationist
61. In group interview there are _____
 a) One interviewer and one interviewee
 b) More than one interviewer and one interviewee.
 c) One interviewer and more than one interviewee.
 d) More than One interviewer and more than one interviewee
62. Which of the following milks can form the basis of a caramel sauce?
 a) Buttermilk b) Condensed milk c) Powdered milk d) Evaporated milk
63. What is the ratio of sugar to water for a medium stock syrup?
 a) 50g sugar per 1L of boiling water b) 500g sugar per 1L of boiling water
 c) 750g sugar per 1L of boiling water d) 1kg sugar per 1L of boiling water
64. The process by which yeast changes sugar into carbon dioxide is called:
 a) Kneading b) Fermentation c) Proofing d) Knocking back
65. Which of the following is not a type of puff pastry?
 a) Quarter puff b) Three-quarter puff c) Half puff d) Full puff
66. Egg whites whip into a batter foam if:
 a) They are at room temperature. b) They contain some bicarbonate of soda
 c) A small amount of oil is added. d) They are chilled.
67. Which of the following aeration methods can be used to produce lightness in baked goods:
 a) Chemical c) Mechanical c) Yeast leaven d) All of the above
68. The process of beating fat and sugar together to incorporate air is called:
 a) Folding b) Creaming c) Blending d) Kneading
69. What are some differences between quick breads and yeast breads?
 a) Yeast breads take longer to make b) Yeast breads cook longer
 c) Yeast breads use yeast to rise instead of baking soda and baking powder
 d) All the above
70. What is gluten?
 a) Leavening agent b) Protein c) Chewing gum d) Flour
71. What does gluten do for leavening gasses?
 a) It provides strength to hold the gasses in, so the bread can rise
 b) It deflates them, so the bread can rise
 c) It makes them rise
 d) It does nothing for them, so the bread can rise
72. What is the purpose of egg in breads?
 a) Adds color and incorporates air b) Makes them tender
 c) Regulates the action of the salt d) Adds texture
73. What nutrients do you get from the grains in our breads?
 a) You don't get any nutrients b) Vitamin A and fiber
 c) Protein and Iron d) Complex carbohydrates and fiber
74. What is the leavening agent in quick breads?
 a) both baking soda and baking powder b) Baking soda
 c) Baking powder d) Yeast
75. What is the difference between baking soda and baking powder?
 a) Baking soda has an acid in it b) Neither one has an acid in them
 c) Baking powder already has an acid in it d) They both have acids in them