CENTRAL BHARAT SEVAK SAMAJ

NATIONAL DEVELOPMENT AGENCY, ESTABLISHED IN 1952 BY PLANNING COMMISSION, GOVT. OF INDIA

CENTRAL BOARD OF EXAMINATIONS

BSS NATIONAL VOCATIONAL EDUCATION MISSION

HMTS003-BSS DIPLOMA IN HOTEL MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS003-01 COMMUNICATIVE ENGLISH AND COMPUTER FUNDAMENTALS

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) Noun is a _____ Word

2) I _____ coffee everyday

3) When _____ you meet him.

4) The cat is _____ the wall.

5) I read _____ Indian express

6) Basic working platform of the computer is the _____

7) _____ is called father of computer

8) She ran _____ the road

9) Out look Express is a _____

10) Basic working platform of the computer is _____

11) Function keys are _____

12) _____ is the first computer programmer

13) The word computer is comes from the word _____

14) Rama was _____ ideal student

15) Keyboard shortcut for UNDO command is _____

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Define what is noun?
2) What is conjunction?
3) Define indefinite Article?
4) Define kinds of adjectives?
5) What is meant by weak verbs?
6) Backup
7) Clauses
8) Web layout
9) Noun phrase
10) Status bar
11) Explain any five functions in MS Excel
12) What is RAM?
13) Walking areas of computer?
14) What is URL?
15) Define Adverbs?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Explain few sentences using "do/does"?
2) Define kinds of adjectives
3) Print preview
4) Substance abuse
5) Characteristic of the computer
6) Write briefly about direct speech and indirect speech?
7) Explain Informal letter
8) Verb

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Explain how you write a resignation letter
2) Write what in complex sentence
3) Draw the block diagram of basic computer organisation and explain?
4) Write about Parts of speech?
5) Explain in detail about articles?

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HMTS003-BSS DIPLOMA IN HOTEL MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS003-02 FRONT OFFICE MANAGEMENT - I

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) Flowers to VIP's are provided in the room by the _____ department.

2) _____ section is the hub of F.O. department.

3) Information and date on city tours may be got from _____

4) Expected departures may be calculated by _____

5) Carrier _____

6) _____ checks the guest room at the time of guest departure.

7) The credit system is introduced in _____ country

8) Room availability position is calculated by _____

9) Paging is done by _____

10) _____ is responsible for setting guest accounts and receive payments?

11) _____ is used for reservation for a particular day

12) The modern hotel is the USA was the _____

13) The first Motal chain was _____

14) _____ requires that a payment is full be received prior to the guest's day arrival

15) Room with one bed and a sofa cum bed is called _____

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) What is job description?
2) Explain about room Position?
3) What do you mean by left luggage Procedure?
4) Write the terms for bill payments?
5) What is Forecasting of room Reservation?
6) Write about information rack?
7) How to Calculate the Room Position?
8) What is job description?
9) How will you take a reservation on phone?
10) Whom does night Auditor Co-ordinate with?
11) What is the purpose and roles of registration?
12) What are the types of plans?
13) Lost and found procedure?
14) Lobby
15) What are the types of ledger?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Explain about Whitney rack system?
2) Describe about the front office procedures followed to avoid theft?
3) What are the work performed by Night Auditor?
4) Write a paragraph on left luggage Procedure
5) Write a brief on discrepancy Report and how it is taken write with procedures?
6) Draw the foreign Encashment Certificate?
7) What is IATA and its work?
8) Draw the organisational hierarchy of a large hotel and small hotel?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) What are the department that front office Co-ordinate with?
2) Write in brief about on allowance?
3) What is the procedure for handling credit cards
4) Draw the front office organisation chart in a large hotel?
5) Explain briefly reservation.

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HMTS003-BSS DIPLOMA IN HOTEL MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS003-03 FOOD & BEVERAGE SERVICE MANAGEMENT - I

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) _____ is the whisky based cocktail.

2) A group of tables serviced by a captain and his crew is called _____

3) A two-way communication between the management and staff before an operation is called _____

4) Underlines to cups is a saver are called _____

5) Wines like to grow in _____ climates.

6) The French name of duck is _____

7) A.O.C stands for _____

8) The origin of tequila is in _____ country

9) Vodka is made up of _____

10) Menu is also known as _____

11) Upman is a _____

12) Jam is a _____

13) K.O.T stands for _____

14) English service is also known as _____

15) The first hotel in New York was _____

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Define Dummy waiter.
2) What is the golden rules of service?
3) Write any three brandy names.
4) Define Appetizer.
5) What is Vodka?
6) Define fortified wine.
7) What is continental Restaurant.
8) What is cocktail shaker?
9) What is Panneer?
10) What are the advantages of American service?
11) Write about K.O.T?
12) Highlight the basic rules for waiting at a table?
13) Define coffee shop?
14) What are the types of breakfast?
15) What are the types of restaurant?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Describe the classification of wine.
2) Explain the types of Soups?
3) How to service of cigars?
4) Explain about banquet caption?
5) Explain briefly about different types of menu?
6) Restaurants and types
7) Write down the procedures that are to be followed when a guest arrives in a restaurant?
8) What are the different types of breakfast

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Explain about Non-alcoholic beverage.
2) Write brief notes of spirits.
3) Explain about the types of Room Service.
4) Explain Mother souces and it derivatives?
5) Write detail answer on catering establishment with flow chart?

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HMTS003-BSS DIPLOMA IN HOTEL MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS003-04 ACCOMMODATION OPERATION MANAGEMENT

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) The room should have only one Entry / Exit for _____ purposes.

2) In housekeeping briefing is conducted at _____

3) Briefing is the process of two-way Communication between the _____ and _____

4) _____ is a science of gardens and flowers.

5) _____ is a booklet in which the services offers by hotels are listed.

6) _____ is an authorisation to take guest or hotel property out of the hotel.

7) _____ is the physical verification by counting of stocks of items in cycle at periodic Intervals.

8) UR _____

9) _____ is a room kept for mending work of linens and uniforms.

10) A luxury hotel is otherwise known as _____

11) Coconut is _____ fiber.

12) _____ brush is used for shining purposes.

13) _____ room attached to the pool side.

14) Who maintains the garden of the hotel? _____

15) Stocks and merchandise operating supplies held for future use _____

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Define studio room
2) Lost and found
3) Linen room?
4) Give the qualities of housekeeping staff?
5) Draw a Organisation structure of a housekeeping department in small Hotel?
6) Cabana?
7) Define laundry
8) What is linen Room?
9) How does log book plays a vital role in housekeeping?
10) Define Tailors Room
11) Define Washing / Dry cleaning?
12) Define Normal Service in laundry?
13) What is the procedure of articles damage or missing?
14) Draw a Maintenance job Order slip?
15) What is Turn Down Service?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Describe about second service?
2) Why housekeeping department is necessary?
3) Housekeeping Supply room?
4) How to prepare a capital budget?
5) Pest control?
6) Distribution of Extinguishers?
7) What are the advantages of job description?
8) Explain the role of House keeping department in a hotel.

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Explain about public area cleaning?
2) What is maid's cart and which are the essential items to be filled it?
3) Draw the Organisation structure of a housekeeping department in large hotel?
4) Write about Room maintenance Procedure?
5) Explain briefly room cleaning procedure.

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HMTS003-BSS DIPLOMA IN HOTEL MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS003-05 FOOD & BEVERAGE PRODUCTION MANAGEMENT - I

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) The Cooking of flour and butter in equal proportion is _____

2) The Process of transferring heat through rays is _____

3) Veloutes are made from _____

4) The other name of broiling is _____

5) _____ and _____ are two types of frying.

6) Diced or cubbed croutons are used in _____

7) Meat taken from the middle portion of the fillet is known as _____

8) Approximate weight of beef fillet is _____

9) _____ cheese is used is in salads, sandwiches and appetizer

10) Sugar based sweets are known as _____

11) _____ means dipping food into boiling water for a few minutes

12) Vegetables are boiled at _____ temperature

13) The ratio of butter and flour for a beurre name is _____

14) The chemical name of ajinamotto _____

15) _____ is the foundation of all good soup and sauce

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Define American Service.
2) Define Appetiser.
3) What are the types of Soups.
4) What is moist head method.
5) Define Roasting.
6) Define Bouquer garni.
7) What is Demiglaze.
8) Explain Consomme.
9) What is Mashing.
10) Explain the types of soups.
11) Define the types of salads.
12) Define Sieving
13) Explain about origin of cooking?
14) Explain about dressing of food?
15) Chinese Masala

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Explain American Service.
2) Explain transport catering.
3) Explain sanitation.
4) Write any five popular Autralian food and explain each?
5) Write any five popular Australian food and explain each?
6) Write briefly about Fats & oil
7) Write the basic rules of sanitary food handling.
8) Define Sauce? Explain the importance of sauce

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Explain about the menu and its types.
2) Explain Mother Sauce
3) Explain the methods of cooking
4) Explain the basic six mother sauce? Explain its preparation
5) Explain cooking fuel & its types?

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HMTS003-BSS DIPLOMA IN HOTEL MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS003-06 TOURISM MANAGEMENT & PRINCIPLES OF MANAGEMENT

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) PABX refers to _____

2) VIP refers to _____

3) The hill train in simla runs between simla and _____

4) Royal orient Train belongs to _____ state tourism

5) IATA was establishment in the year _____

6) Expand DGR _____

7) What is the airport code of Tokyo Haneda _____

8) Hotel with 25 to 100 rooms are called _____

9) Hotels built in beaches are called _____

10) _____ is a long tunnel which is attached to the terminal building.

11) Passports are issued by _____ in India.

12) _____ is the back part of the aircraft.

13) _____ is the front part of the airport.

14) Expansion of GDP _____

15) Planning involves _____ thinking

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) What is cultural tourism?
2) What is group hotel?
3) Define chek-in counter.
4) Define International terminal.
5) What is PNR?
6) Define Carrier?
7) What is meant by pawan hans?
8) Define AWB.
9) What is Sub-Agent.
10) What is Adventure tour.
11) Define Money changing
12) What is Immigration?
13) Define Market
14) Define planning.
15) What is the meaning of management?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Write about the domestic tourism in India.
2) Explain Cargo department.
3) Explain Medical. clearance.
4) What is Domestic Tourism?
5) Define management? What are the objectives of management
6) What are the different kinds of interviews
7) Explain visa.
8) Explain in short management process.

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Define tourism explain the components of tourism.
2) Explain the role of ICAO in civil aviation.
3) Explain transport system.
4) Define management? Explain the functions of management
5) Explain function of passport

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HMTS003-BSS DIPLOMA IN HOTEL MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS003-07 HOTEL ACCOUNTANCY & HYGIENE AND SANITATION

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) _____ is a written document in support of transaction.

2) Business transactions may be classified into _____

3) Double entry system was invented by _____

4) Capital + Liability = _____

5) Real account cannot have _____ balance

6) Partnership is created by an _____

7) Furniture A/C is a _____ A/C

8) _____ will be benefitial to promote well blood circulation

9) Use _____ to protect the sneeze or cough

10) The incoming aspect of a transaction is called _____

11) Commission received will be classified under _____ account.

12) Trial balance should be tallied by following the rules of _____

13) Short credit of an account decrease the _____ column of the trial balance

14) Revenue receipts are _____ in the business.

15) Salt is used as a _____

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Explain about Balance sheet?
2) What are the different types of assets?
3) What is ledger?
4) What is the meaning of patnership?
5) What is petty cash book?
6) Definition of "Trial Balance"
7) Distinguish between Accounting and Accountancy?
8) What do you mean by transactions?
9) What is a cashbook?
10) What is capital receipt?
11) What are current liabilities?
12) What are direct incomes?
13) What is closing stock?
14) What is capital transaction?
15) What are communicable diseases?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Explain the principles of accounting?
2) Explain capital expenditure & Capital receipts?
3) Give examples for indirect expenses.
4) Prepare Trading A/C for the following information for the year ending 31 st April 2009 Purshases Sales Opening stock - Rs 1, 00, 000 Purchase return - Rs30, 000 Sales return - Rs3, 36, 000 Closing stock - Rs1, 20, 000
5) What are advantages of cash flow Analysis?
6) What are the difference between Single entry and double entry system?
7) What are the different types of impersonal accounts? Give examples
8) Prepare Trial balance from the following balances Salaries Rs.36000/- Sales Rs175000/- Machinery Rs.34300/- Commission paid1880/- Purchases 144670/-

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Describe journal, ledger and Trial balance.
2) Explain Various Hygeine and Sanitation Methods?
3) Draw the format of trading A/C and explain?
4) What is First Aid? and Write the role of First Aid
5) Explain trading account with example?