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

HMTS033-POST DIPLOMA IN HOSPITALITY MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS033-01 FRONT OFFICE 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) Information and data on city tours may be got from _____

2) If a registered letter for the guest is received in an open state, this should be recorded in the _____

3) Night Audit is done by _____

4) The normal practice is to charge retention for any group cancellations less than _____ days

5) A system where customers can get immediate confirmation of reservation in a Hotel any where in a chain is referred to as _____

6) _____ is the basis of Control of reservation system.

7) Crib rate is applicable to children below _____ years

8) Lobby staff - Five star hotel _____

9) _____ is one of the essential quality of front office staff

10) A pre arranged tour with a group of people travel together with the guidance of a tour leaders is _____

11) _____ has to check and sign the log book at the beginning of each shift

12) _____ comes under secondary travel trade

13) _____ is manage all activities in the lobby area

14) Every hotel provide self locking room doors to avoid _____

15) Arrival errand card is filled by _____

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

1) What do you mean by left luggage Procedure?
2) What are the Special Arrangement for Groups and VIP's?
3) Write about Single Suite?
4) What is Room list?
5) Give name of some credit cards?
6) Types of plan?
7) What is job discription?
8) Define "Lost anf found procedure"
9) Define religious travel?
10) Budget hotel define

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

1) What is IATA and its role
2) Describe the types of Hotels
3) How are allowance vouchers processed
4) What is the safety locker management
5) What does a travel does do?
6) Draw the foreign Encashment Certificate?
7) How to Calculate the Room Position?
8) Explain the reception at night?

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

1) What are the front office procedures for Emergencies?
2) What are the department that front office Co-ordinate with?
3) How does front office department handled informing message?
4) Draw the front office organisation chart in a large hotel?
5) Write the qualities of a front office staff

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HMTS033-POST DIPLOMA IN HOSPITALITY MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS033-02 F & B PRODUCTION 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) _____ is a combination of roasting and stewing.

2) Whipped Egg white and sugar is called as _____

3) Cafe means _____

4) Eggs of fish is known as _____

5) Le foie means _____ of mutton

6) _____ is a good stock cooked with diced meat, vegetable rice barley, macroni etc _____

7) Bombay duck is a _____

8) Basic cold Mother source is _____

9) When hydrogen gas is passed in a oil is called as _____

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

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

1) Define Poaching.
2) Define Roating methods.
3) Define entrée.
4) Write about bouillon.
5) Define Salamander.
6) Draw the organization chart of large Kitchen.
7) What is Macaroni?
8) What is Panneer?
9) Usage of eggs
10) Potage

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

1) Explain Service available in F & B Service Department.
2) Explain Buffet Service.
3) Explain the types of Room Services.
4) Explain the functions of Restaurant Manager.
5) Explain the importance of sauce in food preparation?
6) Explain the importance of source in food preparation?
7) Caramelising stages of Sugar.
8) Write about structure of Meats

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

1) Draw and explain the dummy waiter.
2) Explain Mother sauces and some of their derivatives.
3) Explain the special Methods of cooking.
4) Explain about Indian cuisine.
5) Define term Rechauffe and ten general direction for Rechauffe food?

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HMTS033-POST DIPLOMA IN HOSPITALITY MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS033-03 F & B SERVICE 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) _____ is one of the most important features of a waiter

2) _____ most popular of Halian Cuisine

3) Homburgers, French Friest Batter Fried chicken is popular in _____

4) What you know for Tobacco. Write the country names who export Tabocco.

5) Why staff scheduling is very important in Hotel

6) Three type of tea is _____

7) A live band and dance floor is mandatory in a _____

8) _____, _____ and _____ or the three parts of cocktail shaker

9) Bith of the cocktail at _____

10) The alcoholic percentage of table wine is _____

11) Place water glass at the tip of _____

12) The city hotel was opened in the year _____

13) _____ is provision of food and drink to people on the move

14) Russian service is a fairly elaborate service involving the use of a _____ tolley in the restaurant.

15) The person who is responsible for calling out the order in a kitchen is known as _____

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

1) Write any four brand names of world famous Beer.
2) What is mean at Briefing
3) Why sanitation and Hygiene is very important for Hospitality industry
4) What is mean of as a representative of organisation
5) Define the classification of soups
6) Define Misc-en-place
7) What is Menu?
8) Define Cocktail.
9) Define side station.
10) What is pipe tobacco
11) Name any three types of coffee and explain each.
12) Write about club catering.
13) Write the types of coffee
14) Duty of Bar man?
15) Write the three rules for laying a table?

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

1) Define the Beverages classification.
2) Write done 7 non- Alcoholic Beverages names
3) Define Gin and & Vodka
4) Write the all European Cuisines name and explain all food
5) What types of basic etiguette for restaurant staff require
6) Explain the function of Banquet Manager.
7) Define French cuisine, grilling and appetiser?
8) Breakfast and types

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

1) Name and explain the course in a French classical menu.
2) Explain about the different types of services.
3) Explain characteristics of a menu.
4) Names and explain the course in a French classical menu?
5) What is the catering establishment and explain it?

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ONE YEAR EXAMINATION NOVEMBER-2025

HMTS033-04 HOTEL ACCOUNTING & BOOK KEEPING

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) Owner of the business is called _____

2) Business transactions may be classified into _____

3) Plant and machinery is the example of _____ account

4) _____ will be benefitial to promote well blood circulation

5) The author of the famous book'Arthasastra' _____

6) The traditional approach of accounting is also called as _____

7) The source document gives information about the nature of _____

8) C/D means _____

9) Purchase of machinery is recorded in _____

10) Cash book is one of the _____ books

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

1) Define Accounting?
2) What is Chlorination?
3) Write the Summary of Water Purification
4) Write the Summary of Dishwashing Process
5) What are liabilities?
6) What is compound journal entry?
7) What are direct expenses?
8) What is closing stock?
9) What are capital profits?
10) What is Bank Pass book?

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

1) What is Trial balance how it is prepared?
2) Write the list about two types of Cleaning Equipments?
3) What is Carpet Beetles?
4) Explain the different kinds of errors
5) Explain the various kinds of assets
6) Explain the steps in journalizing
7) list out some important items which need to be adjusted at the time of preparing the final account
8) The trial balance shows the value of furniture on 31.3.2004 s Rs60000/-Depriciate 10% on furniture

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

1) Explain about Final accounts?
2) Explain Duties of Sanitation contoller?
3) Draw the format of Balance sheet.
4) Explain briefly about outstanding expenses, prepaid expenses, Outstanding Incomes, Income received in advance, Interest on capital.
5) Draw the format of Statement of affairs & Statement of Profit or Loss.