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

HMTS034-POST DIPLOMA IN HOTEL MANAGEMENT & CATERING SCIENCE

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS034-01 HOTEL & TOURISM INDUSTRY

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) _____ as a field of study includes management principles.

2) Managerial functions which comprises of _____, _____, _____ etc.

3) To management in an organization consist of _____, _____ & _____

4) The person in the organization should have one superior is called _____

5) Esprit de corps is the principles of _____

6) All the managerial actions depend on _____

7) The successful business is only through the development of _____

8) In India the development of private carrier came in the year _____

9) The corporation Act was introduced in the year _____ in India.

10) _____ was known to be national flag in carrier of India.

11) Seaman's ID issued to the staffs on _____ & _____

12) TC-3 area comprises of _____ and _____, _____

13) A Wholesaler can also be an _____ and _____ tour operator.

14) _____ tourism refers to tourism undertaken to know the culture.

15) _____ is a type of tour were the itineraries facilities offered at a fixed price.

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

1) Define planning.
2) Tourism
3) Open sky policy
4) What are the main works of Air Port operation department?
5) Write what you know about Air Catering?
6) What are the duties of Cargo departments/
7) What is a Cabin Crew?
8) Left baggage
9) Passport
10) Visa
11) Write the concept of tourism.
12) Give a short note on tourism promotion.
13) Write a short note on American express.
14) Give a short note on booking condition with the tour operator.
15) Write a short note on video tex system.

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

1) What do you mean by Unity in command?
2) Who are the members of ASTA?
3) Who is the Retailer?
4) What are the functions of cargo complex?
5) What is Cruises?
6) Name some private airlines in India.
7) Write short note on VISA?
8) Write the forms of tourism.

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

1) What are the objectives and importance of Planning?
2) Explain the kinds of Tour operator?
3) Write the WATA guidelines.
4) Give a brief note on package tour.
5) Write the role of communication in travel business.

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

HMTS034-POST DIPLOMA IN HOTEL MANAGEMENT & CATERING SCIENCE

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS034-02 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) The guest may change his programmed visit to the hotel and may request for Reservation or _____ of reservation
2) FIT refers to _____
3) IR refers to _____
4) _____ room is attached to the swimming pool with one sofa cum bed.
5) For hotel federation members _____ on room and food and beverage is given.
6) Groups of _____ to _____ pax will earn their tour reader two complimentary.
7) People wanting to check in without prior reservation referred to as _____
8) ARR refers to _____
9) A room is highly _____ commodity.
10) Room on the terrace known as _____
11) The staff has to diplomatic and resourceful to _____
12) The guest is being allowed to check out later than the hostel's standard check out time _____
13) Departure a guest who has settled his bill is called _____
14) A room that is reserved for a specific guest is called _____
15) For determining room rate keeping in consideration operating expenses, room sales and a pre-desired return on investment is formulated by _____

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

1) Write the information about room a front office staff must know
2) Work performed by receptionist.
3) What is Information rack?
4) Write about guest alphabetical index?
5) Write about arcade?
6) Write note on information about room a front office staff must know?
7) The duties of Bell Boy?
8) Draw the reservation form?
9) What are the general information are expected by guest during the stay?
10) In the case of death what are steps taken and how it is handled
11) Write few points about handling of Guest complaints.
12) Write the force of action does take when, handling problems.
13) Write few points about reservation taken at reception.
14) Write the procedure for accepting personal cheque.
15) Write the benefits of yield management

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

1) Write the duties of Front office manager?
2) Explain different rates?
3) Explain about sales promotion?
4) Write about the sales promotion
5) Write about lobby.
6) Draw the Organisation chart of front office of a five star hotel having 250 rooms?
7) Give few points about building, Telephone things.
8) Give an elaborate note on about bell captain control.

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

1) What are the six steps taken to handle reservation and write about cancellation Procedures?
2) Write about the front office information and how messages or handled.
3) What are the qualities of front office assistant must have?
4) Write short note on Guest history card.
5) Write the credit control measure during occupancy

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

HMTS034-POST DIPLOMA IN HOTEL MANAGEMENT & CATERING SCIENCE

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS034-03 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) Name of an open sandwich from Denmark is _____

2) Russian salad is an example of _____

3) Sunny side easy over is otherwise called _____

4) Far feela is an example of _____

5) Browning of potatoes is because of _____

6) Vegetable with strong flavor is _____

7) Bombes are paste made out of _____

8) Ratio of fat sugar and flour for short crust is _____

9) Colour of Salami is _____

10) Other name for chickoos are _____

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

1) Give a layout of receiving area?
2) Write down the role of Executive Chef.
3) write a importance of sugar and types of sugar?
4) Give short notes on role of shortening agents?
5) What is herbs and its uses?
6) Give the meaning of salami and sausages?
7) What is paper bag and Micro wave cooking?
8) Write down the transference of heat to food?
9) What is wet masalas and 1 recipe?
10) Define spices with example?

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

1) Explain briefly modern staffing in various categories of hotels and duties & responsibilities of Sous Chef & CDP?
2) Brief notes on general layout of the kitchen in various organizations and layout of service area?
3) What is flour and the structure of wheat and the uses of flour in cooking?
4) Raising agents and its types in brief?
5) Short notes of milk and milk products and the processing of milk?

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

1) Write down the introduction and classification of cheese?
2) Methods of cooking in detail?
3) Explain Braising, Steaming and their care & precautions to be taken while cooking food?
4) Give an introduction of Indian foods & the spices used in Indian cookery and their role?
5) Varieties of masalas used in regional areas?

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

HMTS034-POST DIPLOMA IN HOTEL MANAGEMENT & CATERING SCIENCE

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS034-04 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) The waiter is a _____ of the restaurant.

2) In _____ all the information and function details will be written and circulated to kitchen, accounts, and Banquets captain.

3) The size of a banquets table narrow is _____ broad table is _____

4) The French term for appetizers is _____

5) The banquets booking are taken in _____

6) Terms used in continental break fast are _____ & _____

7) Name any two break fast rolls _____

8) What is guardian trolley? _____

9) Difference between drive inn & drive thru _____

10) Scientific name of tea is _____

11) Name any two international mineral waters? _____

12) What is French dressing?

13) Roquefort is _____ type of cheese.

14) Accompaniment for pasta is _____

15) What is Cammomile? _____

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

1) Cheese
2) Beize
3) Mother sauce
4) Grooming explain
5) Draw the classification of soups
6) What are the telephone etiquettes followed by RSOT?
7) Write the order taking procedures in person, telephone and door hangers.
8) What are the factors influencing the types of service?
9) State the styles of service often implemented these days.
10) Classify beverages and give short notes.
11) Explain about the specialty teas and their blend, storing methods.
12) What are the types of salad?
13) Compile continental five course dinner menu with potage and releve?
14) Write short note on savoury and its types along with their examples.
15) Explain: Bavoroise, Custard & Mousse and its cover laying.

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

1) Jobs of a restaurant waiter
2) Write names of four derivatives in each mother sauce
3) What are the procedures for taking banquets booking?
4) Explain the continental break fast menu and draw the cover laying.
5) Compile an English break fast menu and write the order of service for break fast.
6) What are the types of service and explain the advantages and disadvantages?
7) List any ten special equipments used in service.
8) Briefly explain about the non alcoholic drinks used in dispense bar?

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

1) Write all the coffee making procedures?
2) Write any ten potato preparation styles.
3) What are the types of Salad dressings? Give recipe and examples for each dressing.
4) Briefly explain about the type of cheese and its characters along with their examples.
5) Briefly explain about the ice creams and its category.

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

HMTS034-POST DIPLOMA IN HOTEL MANAGEMENT & CATERING SCIENCE

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS034-05 HOUSEKEEPING 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 the communication center of House keeping.

2) _____ is the in charge of whole House keeping department.

3) The Executive house keeper attends _____ meeting in daily bases.

4) The _____ departments procures out of stock items for house keeping.

5) In a small hotel who is the in charge _____

6) The House keeping departments co-ordinates with _____ departments.

7) How many rooms a house man can be cleaned _____ in a shift.

8) _____ normally provides baby sitters to a guest.

9) _____ keeps all special message & request of guest.

10) The _____ roaster is filled for information if required by any one in the departments.

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

1) Desk control Room
2) Executive House keeper
3) Par stock
4) Linen Room
5) Flowers.
6) What are the rules on a guest floor?
7) Write all various designations of house keeping staffs?
8) Write down the qualities of house keeping staff?
9) Define triple room & Quad room.
10) What is maid's cart?
11) Write any four points about floor supervisor?
12) Write any four points about Night supervisor?

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

1) Describe the house keeping supervisors duties?
2) Explain the importance of a house keeping staffs?
3) Explain the lost & found procedures?
4) Draw the Organisation chart of house keeping department in a small hotel?
5) Explain the duties & Responsibilities of public area supervisor?
6) Breifly explains about House keeping stores?
7) Write the liquid cleaning agents?
8) Write down the abrasive polishes?

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

1) What are the various issues that should be included in a briefly?
2) What are the types of files & Register maintained in a house keeping departments?
3) Explain the various types of Rooms?
4) Draw the Organisation chart of house keeping dept in a five star hotel?

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

HMTS034-POST DIPLOMA IN HOTEL MANAGEMENT & CATERING SCIENCE

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS034-06 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) Receipt is an acknowledgement for _____

3) Income is the difference between revenue and _____

4) A written document in support of transaction is _____

5) Business transactions may be classified into _____

6) The amount, which the proprietor has invested in his business is _____

7) _____ is an incomplete record of accounts

8) Double entry system was invented by _____

9) Capital + Liability = _____

10) Nominal account relates to _____ and _____

11) The process of making entries in the journal is _____

12) Real account cannot have _____ balance

13) Real accounts always shows _____

14) The out-going aspect of a transaction is called _____

15) Plant and machinery is the example of _____ account

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

1) Explain about Balance sheet
2) Explain the branches of accounting
3) Explain "Direct expenses"
4) Define Accounting
5) What is Trading Account?
6) Define Journal
7) What is Profit & Loss account?
8) What is Account?
9) What are the rules of debit and credit?
10) Write the difference between accounting & book keeping
11) Journalize the following transactions. Mohan started business with cash 30000 Purchased goods from Ram 9000 Sold goods for cash 5000 Paid salary 3000
12) What are the different types of assets?
13) Draw the format of Balance sheet
14) What is Revenue Expenditure?
15) List the items that appear in trading account

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

1) Journalize the following Opening Entry: Cash in hand-2000/- plant-50000/- Furniture-5000/, Creditors-13000/-, Debtors-1800/-
2) What are the different types of Accounts? Give two examples each.
3) What are the merits of Double entry system?
4) Explain capital expenditure & Capital receipts
5) Give examples for indirect expenses.
6) Write the differences between Trading account & profit & loss A/c.
7) Prepare a profit and loss a/c for the year ended31/12/1994 Gross profit-1200 Advertising - 650 Salaries-4500 Discount allowed-500 Stationery-251 Discount received-700 Commission paid -800
8) Journalize the following transactions Arun started business-4000 Purchases goods -700 Sold goods-500 Deposited into bank-500 Paid salary by cash-150

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

1) Explain about final accounts
2) Vignesh & Co. purchased a machinery for Rs.9000 on 1st January 1991. It is depreciated at10% per year. At the end of the third year it was sold for Rs.6500/- Pass journal entries and prepare the depreciation account for the fist three years.
3) Describe journal, ledger and Trial balance.