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

HMTS037-BSS DIPLOMA IN HOTEL MANAGEMENT & TOURISM

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS037-02 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) _____ makes an important contribution to employment.

2) Tourism and _____ are closely linked.

3) Expansion of GDP is _____

4) Travel from one country to another is _____ Tourism

5) Excursionists are also _____

6) The first round of the world 'Cruise5 was completed by _____

7) In 1807 _____ constructed the first commercially successful steam ship

8) The _____ charged with the co-ordination and developed of all aspects of civil aviation was established in 1957

9) _____ are those which are owned by a single owner who might use it for some part of the year and rent it out for the remainder of the year.

10) _____ hotels are located on the outskirts of the cities and towns.

11) The essential components include but _____ to transport accommodation, infrastructure, facilities and auxiliary or support services

12) _____ can be categorized into different forms or types on the basis of its popularity and demand amongst the tourists.

13) _____ is a type of niche tourism involving exploration or travel to remote, exotic and possibly hostile areas, where the traveller should "expect the unexpected".

14) MICE _____

15) Extended Stay hotels also called _____ are hotels where the travellers and tourists stay for a longer such as a month or so

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

1) Define Tourism?
2) What is Nodals?
3) What is passport?
4) Car rentals?
5) Origin of hotel?
6) Road Transport in India?
7) Define a tour operation?
8) Define Front office?
9) Define Still room and Grill room?
10) What do you mean by costing?
11) What do you mean by car travels?
12) International Tourism?
13) Man-Made Resources Attractions?
14) Cultural Tourism?
15) Extended Stay Hotels?

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

1) Write about domestic Tourism in India?
2) Write about culinary tradition?
3) What are the characteristic of Tourism?
4) Write about Fares
5) What is the contribution made by Thomas Cook and Henry wells in Travel agency business?
6) What are the activities of the department of the Tourism?
7) Discuss the career in housekeeping department?
8) Explain about the Importance of personal Hygiene and Grooming?

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

1) What is the Role of international airline in Tourism industry?
2) India is a country of all ";season and all reason" justify this statement?
3) Positive and Negative impacts of Tourism?
4) Importance given to Tourism in the Five year plan?
5) Explain the development of Commercial & semi-commercial accommodation in hospitality sector?

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ONE YEAR EXAMINATION NOVEMBER-2025

HMTS037-03 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) _____ hotels are located at tourist destination such as hill stations, sea beaches etc.

2) _____ is a record of financial transactions taking place between a guest and the hotel.

3) _____ means the hotel on wheels.

4) About 1760s the word 'hotel' was used in _____

5) Operation of Chain hotels was introduced under the guidance of _____

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

7) Arrival errand card is filled by _____

8) Yeast rises in _____

9) At a "Check in " the guest folio is opened by _____

10) IATA stands for _____

11) Number of guests staying in the hotel is known as _____ is who registers himself without a prior reservation.

12) _____ card is hang on the door knob, if the guest does not want to be disturbed

13) Sharing equity and profit is _____

14) The real growth of the modern hotel industry took place _____

15) The full form of PMS _____

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

1) Write two information provided by expected arrival list?
2) What is a cabana?
3) What is lobby?
4) Studio?
5) V.I.P. Amenities?
6) What is IATA?
7) What is Room list?
8) Define "Lost and found procedure"?
9) Budget hotel define
10) What are the front office procedures for Emergencies?
11) Define Hotel?
12) Departure notification slip?
13) What is Guest Paging?
14) Draw a neat format of key control sheet
15) Write any two advantages and two disadvantages of using a hard bound register

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

1) What is Whitney rack?
2) Write any five types of rooms seen in a hotel?
3) What is the use of guest safety lockers?
4) Qualities of P.O. Staff?
5) P.O. organisational hierarchy of a large hotel?
6) Explain different types of rooms?
7) Explain the reception at night?
8) Explain different types of guest complaints in hotel?

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

1) Write elaborately on the various sections of Front office department?
2) Explain the job description of P.O. assistant ?
3) What are the front office procedures for Emergencies?
4) How does front office department handled informing message?
5) Draw the front office organisation chart in a large hotel

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ONE YEAR EXAMINATION NOVEMBER-2025

HMTS037-04 F & B 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) Egg yolk and gream is called _____

2) The temperature of boiling point is _____

3) _____ is a sour fruit widely used in all the Goan dishes.

4) _____ is a combination of roasting and stewing.

5) Le foie means _____ of mutton

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

7) Green colour in green vegetables is due to the presence of a pigment called _____

8) Jerusalem artichoke is _____ type of vegetable.

9) A soup made from trotters and tongue of lamb is called _____

10) _____ is a pungent mustard paste from Bengal.

11) Bisi Bele Bath is from _____

12) _____ is thin cream traditionally used for pouring and for enriching dishes in cookery. It has fat content of 18-20%.

13) Full form of WAP _____ it is high in strong flour

14) To apply butter on the tikkas while during tandoori cooking is called _____

15) Dhansak is a _____ , it is mixture of dals, meat, vegetables, leafy vegetables, nuts and spices cooked together. It is served with rice.

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

1) Who control over less than three cuisines in a kitchen department?
2) Write any three horst o'eurves?
3) What are the various fats used in cooking?
4) Define Roating methods?
5) Write about bouillon?
6) Draw the organization chart of large Kitchen?
7) What are the different parts of a salad?
8) Differentiate between: Estouffade and Espagnole?
9) How are vegetables classified?
10) List two dishes from Bengal with one line description of each?
11) Gujarati snacks?
12) Purchase specification?
13) Indian Snacks?
14) Basic Indian Gravies?
15) Baghar?

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) Caramelising stages of Sugar?
4) Write about structure of Meats?
5) Define sauce and explain the mother sauce?
6) What are the attributes of a good chef?
7) What is the effect of heat on vegetable pigments?
8) Give examples of five different types of salad dressings commonly used?

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

1) Draw the organization chart of the Food & Beverage Production department in a large hotel?
2) List the duties of a Sous Chef?
3) Draw and explain the dummy waiter?
4) Give hierarchy of kitchen brigade in English, also mention French equivalents?
5) Define shortening and explain the various types of shortening on the basis of smoking point?

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HMTS037-BSS DIPLOMA IN HOTEL MANAGEMENT & TOURISM

ONE YEAR EXAMINATION NOVEMBER-2025

HMTS037-05 F & B 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) Which of the following combination of items would you find at a waiters' station?

2) At which stage of food service should pre-dinner drink glasses be removed _____

3) _____ is not a direct report to the director of food and beverage operations in large hotels?

4) The French term for a wine butter is _____

5) English service is also called _____

6) Basic cold mother sauce is _____

7) The round tray is also known as _____

8) _____ is a document that contains duties, responsibilities and all the tasks that constitute a job position.

9) Dhabas are located at _____

10) The French word for waiter _____

11) Captain: A _____ in the food and beverage service department.

12) Brigade: The staff in the _____ as an organized team.

13) An eating establishment that has standardized preparations, Portions, décor and service is a _____

14) Catering places in factories are called _____

15) Railway catering may be classified into in-transit service and _____

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

1) What is Vintage?
2) What is Claret?
3) What is a catering establishment?
4) Write about club catering?
5) Write the types of coffee?
6) Define coffee shop?
7) Compile a 3-course continental menu. Explain in brief and draw a neat cover layout for the same?
8) What is the French classical menu? Enlist its eleven courses?
9) What is informal setting?
10) What are the different types of menu?
11) Define American services?
12) What is out door catering?
13) Give the features of a popular restaurant?
14) Give difference between Bar & Pub?
15) Give the difference between fine dining restaurant & popular restaurant?

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

1) List out 5 types of wine?
2) Write Types of Service and Explain English Service?
3) What should one observe when: i) sending a message ii) Receiving a message?
4) International Hotel chain-How did they function?
5) Explain the function of Banquet Manager?
6) How to use the computer F&B Service Department?
7) Explain vodka?
8) What is the demi-tasse cup?

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

1) Prepare a five course food menu?
2) What is tobacco and describe the non-Fermentation methods of curing tobacco?
3) Explain about the different types of services?
4) Explain characteristics of a menu?
5) Explain the sanitation?

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ONE YEAR EXAMINATION NOVEMBER-2025

HMTS037-06 HOUSEKEEPING 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) Evening service is called as _____ service

2) Employees can be motivated by giving _____ rewards or delegating added responsibilities.

3) Lint–Free Refers to _____ that do not shed tiny fibres because of abrasion and wear.

4) Tanning A process by which rawhide is converted into the leather by soaking in a _____

5) Rooms that are close to each other across the hall _____

6) Cabana A _____ to the pool area.

7) Guest Supplies includes all items that are _____ to the guest's comfort and convenience.

8) Area cleaning that are attended once in a week _____

9) _____ a method for contouring a sheet or blanket to fit the corner of a mattress smoothly and neatly.

10) Any new policies and procedures laid by the management should be informed among the _____

11) While _____ the image and quality of the hotel, a guest also likes to feel that the people who clean his room are themselves very clean

12) _____ are usually made of steel, and sometimes they may be covered with wooden panels

13) The _____ already knows the status of the allotted rooms based on the individual's area allocation.

14) Disinfectants, antiseptics and deodorants are _____ but are often used during cleaning organisations.

15) Dust sheets are made of any _____, generally discarded bed sheets or curtains.

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

1) Name other name for long handled scrubbing brush?
2) Define Housekeeping?
3) What is the use of housekeeping trolley?
4) Who is responsible for setting up the maids cart / trolley?
5) Give any two examples of guest room supplies loaded in cart?
6) Housekeeping Control Desk?
7) Heavy Equipment Store?
8) Uniform Room Supervisor?
9) Cloakroom Attendant?
10) Hat Checker?
11) Coordination with Food and Beverage Department?
12) Developing a Staffing Guide for Room Attendants?
13) Manual Equipment?
14) Polishes?
15) Vacuum Cleaners?

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

1) What are the duties of floor supervisor?
2) Explain the principles of cleaning in housekeeping?
3) Importance of housekeeping department?
4) Floor Supervisors?
5) Eye for Detail?
6) Coordination with Maintenance Department?
7) Frequency Of Cleaning?
8) Cleaning of Flooring, Mats and Doors?

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

1) Explain Co-ordination between? H.K & F.O, H.K-Engineering?
2) Explain Personal attributes of housekeeping staff?
3) Write long notes on Training schedule?
4) Explain the cleaning of wooden surfaces?
5) Describe how elevators, staircases and guest corridors are cleaned?