

HOF0-2016

प्रश्न पुस्तिका / QUESTION BOOKLET

कोड / CODE : 15

क्रम संख्या /
SR.No.

802066

पुस्तिका में पृष्ठों की संख्या /
Number of Pages in Booklet : 24

पुस्तिका में प्रश्नों की संख्या /
Number of Questions in Booklet : 120

15

समय / Time : 2.00 घंटे / Hours

पूर्णांक / Maximum Marks: 120

INSTRUCTIONS

1. Answer all questions.
2. All questions carry equal marks.
3. Only one answer is to be given for each question.
4. If more than one answers are marked, it would be treated as wrong answer.
5. Each question has four alternative responses marked serially as 1, 2, 3, 4. You have to darken only one circle or bubble indicating the correct answer on the Answer Sheet using **BLUE BALL POINT PEN**.
6. After opening the envelope the candidate should ensure that Serial Number of the Question Paper and Answer Sheet must be same. In case they are different, a candidate must obtain envelop of another set of Question paper & O.M.R. Sheet of the same Serial Number. Candidate himself shall be responsible for ensuring this.
7. Mobile Phone/Bluetooth Devices or any other electronics gadget in the examination hall is strictly dealt as per rules.
8. Please correctly fill your Roll Number in O.M.R. Sheet. 5 Marks will be deducted for filling wrong or incomplete Roll Number.

Warning : If a candidate is found copying or if any unauthorized material is found in his/her possession, F.I.R. would be lodged against him/her in the Police Station and he/she would liable to be prosecuted under Section 3 of the **State Prevention of Unfair means Act, 1992** and Board Regulations. Board may also debar him/her permanently from all future examination of the Board.

निर्देश

1. सभी प्रश्नों के उत्तर दीजिए।
2. सभी प्रश्नों के अंक समान हैं।
3. प्रत्येक प्रश्न का केवल एक ही उत्तर दीजिए।
4. एक से अधिक उत्तर देने की दशा में प्रश्न के उत्तर को गलत माना जावेगा।
5. प्रत्येक प्रश्न के चार वैकल्पिक उत्तर दिये गये हैं, जिन्हें क्रमशः 1, 2, 3, 4 अंकित किया गया है। अभ्यर्थी को सही उत्तर निर्दिष्ट करते हुए उनमें से केवल एक गोले अथवा बबल को उत्तर-पत्रक पर नीले बॉल प्वाइंट पेन से गहरा करना है।
6. प्रश्न-पत्र पुस्तिका एवं उत्तर पत्रक के लिफाफे की सील खोलने पर परीक्षार्थी यह सुनिश्चित कर लें कि उसके उत्तर पत्रक पर वही क्रमांक अंकित है जो प्रश्न-पत्र पुस्तिका पर अंकित है। इसमें कोई भिन्नता हो तो वीक्षक से समान क्रमांक के प्रश्न-पत्र एवं उत्तरपत्रक का दूसरा लिफाफा प्राप्त कर लें। ऐसा ना करने पर जिम्मेदारी अभ्यर्थी की होगी।
7. मोबाईल फोन/ब्लूटूथ डिवाइस अथवा इलेक्ट्रॉनिक यंत्र का परीक्षा हॉल में प्रयोग पूर्णतया वर्जित है। यदि किसी अभ्यर्थी के पास ऐसी कोई वर्जित सामग्री मिलती है तो उसके विरुद्ध बोर्ड द्वारा नियमानुसार कठोर कार्यवाही की जावेगी।
8. कृपया अपना रोल नम्बर ओ.एम.आर. पत्रक पर सावधानी पूर्वक सही भरें। गलत या अपूर्ण रोल नम्बर भरने पर 5 अंक कुल प्राप्तांको में से काटे जाएंगे।

चेतावनी : अगर कोई अभ्यर्थी नकल करते पकड़ा जाता है या उसके पास से कोई अनाधिकृत सामग्री पाई जाती है, उस अभ्यर्थी के विरुद्ध पुलिस में प्राथमिकी दर्ज कराई जायेगी और राज्य अनुचित साधनों की रोकथाम अधिनियम, 1992 की धारा 3 एवं बोर्ड रेग्यूलेशन के तहत कार्यवाही की जावेगी। साथ ही बोर्ड ऐसे अभ्यर्थी को भविष्य में होने वाली बोर्ड की समस्त परीक्षाओं से विवर्जित कर सकता है।

इस परीक्षा पुस्तिका को तब तक न खोलें जब तक कहा न जाए।

Do not open this test booklet until you are asked to do so.

HOFO

1) A Paper of electronic form front office staff uses to chart transactions on an account assigned to an individual person or guest room

- 1) Guest history folio
- 2) Posting
- 3) Call accounting system
- 4) Guest folio

2) A bed which folds into the wall is known as:

- 1) Queen bed
- 2) Murphy bed
- 3) King bed
- 4) Z-bed

3) A generic name for using software and hardware of different hotel modules

- 1) Oracle
- 2) Tally
- 3) Property management system
- 4) Java

4) Which is the term used for a guest who is expected to check out on a given day who have not yet done so?

- 1) Book
- 2) Crib
- 3) Due out
- 4) Block

5) Consider the following pair

- a) Mystical tourism- Flora, fauna, water and soil
- b) Neo tourism- Meditate tourism, Yoga
- c) Sustainable tourism- Emphasis on eco-friendly activiti
- d) Extreme tourism- travel to dangerous places

Which of the pairs given above is/are correctly matched?

- 1) a and b
- 2) c and d
- 3) b and c
- 4) b and d

6) Consider the following statements

- a) Reservation transaction report is a projection of volume of business
- b) Revenue forecast report includes the amount payable by hotel to agents
- c) Turn away reports denotes to all guests who have refused to give room due to unavailability

Which of the statement/statements given above is/are correct?

- 1) c only
- 2) a and b
- 3) a only
- 4) b and c

HOFO

- 7) Which of the following pair/module is not correctly matched?
- 1) Maintenance requests- Maintenance report
 - 2) City ledger-Night audit module
 - 3) Folio- Check out module
 - 4) Account payable – Back office module
- 8) Which is the area in the guest room will be cleaned first?
- 1) Vacuuming of carpet
 - 2) Bed area
 - 3) Dusting of cabinets
 - 4) Mirror cleaning
- 9) Which of the following item will be kept at the lowest shelf of the room maid's trolley?
- 1) Hand Towel
 - 2) Bed Spreads
 - 3) Pillow Cases
 - 4) Face Towel
- 10) Following are the status of room, which will be the first room to be attended?
907-Check out, 908- Occupied, 909-Out of order, 910- Due out
- 1) 907
 - 2) 909
 - 3) 908
 - 4) 910
- 11) If do not disturb is placed on the outside of the knob, how many times should the room attendant ring the bell?
- 1) No ringing of bells
 - 2) 1 times
 - 3) 2 times
 - 4) 3 times
- 12) The following are the guest cycle (orders):
- a) Turn in
 - b) Room Assignment
 - c) Transcript
 - d) Travel agent voucher
- Select the correct chronological in order of their appearance in front office:
- 1) d,c,a and b
 - 2) a,b,c and d
 - 3) c,b,a and d
 - 4) b,d,a and c
- 13) "Skipper" as per hotel guest terminology is
- 1) A guest with hand luggage only
 - 2) A guest who has checked out before his scheduled departure date
 - 3) A registered guest who has not used the room
 - 4) A guest who has departed without settling his bill

HOFO

14) The European plan in hotels is as follows:

- 1) Room tariff which includes lunch or dinner
- 2) Room tariff which includes meals
- 3) Room tariff which excludes meals
- 4) Room tariff which includes breakfast

15) Among the process of night auditor which one does not belong to the class of other three?

- | | |
|----------------------|-----------------------------------|
| 1) Backup system | 2) Completed outstanding postings |
| 3) Inventory control | 4) Post room rates and taxes |

16) While moving in a sanctuary and learning more about migration, you are, in all probability a/an

- | | |
|---------------|----------------|
| 1) Researcher | 2) Explorer |
| 3) Tourist | 4) Eco-tourist |

17) Consider the following statements

- a) The process used to balance the revenue centre department is called the trail balance
- b) Accounts which are 90 days older are considered as a differed payment transactions
- c) The process of recording transactions on a folio referred as posting

Which of the statement/statements given above is/are correct?

- | | |
|------------|------------|
| 1) a and b | 2) b and c |
| 3) a and c | 4) a only |

18) Match list-I with List-II and select the correct answer by using the codes given below the lists:

- | List-I | List-II |
|-----------------------|--|
| a) Commercial rate | 1) A number of affiliated guest |
| b) Group rate | 2) For frequent guest |
| c) Package plan rate | 3) For Business promotion |
| d) Complimentary rate | 4) For a room as a part of a combination of events or activities |

Codes:

	A	B	C	D
1)	2	3	1	4
2)	1	4	2	3
3)	3	2	4	1
4)	2	1	4	3

HOFO

19) Which of the following is/are factor influence for checking and verification during payments through credit cards?

- a) Expiration date
- b) On-line verification
- c) Cancellation bulletins

Select the correct answer using the code below:

- 1) a,b and c
- 2) a and b
- 3) a only
- 4) a and c

20) With predetermined sequence of codes on every guest room door given by micro processor, this type of locking system will be called as

- 1) Mechanical Electronic locked
- 2) Hard-wired electronic lock system
- 3) Electronic locking system
- 4) Micro fitted electronic locking system

21) Match List-I and List-II and select the correct answer by using the codes given below the lists:

List-I

- A) Daily and supplemental transcripts
- B) Account integrity
- C) Credit monitoring
- D) Cross referencing

List-II

- 1) Departmental source documentaion
- 2) House limit
- 3) Consolidated report of accounting data
- 4) Transactional documentation

Codes:

	A	B	C	D
1)	3	1	2	4
2)	1	3	2	4
3)	2	4	1	3
4)	4	2	1	3

22) An adjoining room is a room

- 1) Room with large sofa and dining table
- 2) Room with common wall but no connecting door
- 3) Family room with 2 large beds
- 4) Room next to each other

HOFO

23) Linen used to cover and protect the blanket

- | | |
|------------------|-----------------------|
| 1) Crinkle sheet | 2) Mattress protector |
| 3) Duvet | 4) Day cover |

24) A key which opens a single guest room key if it's not a locked is known as:

- | | |
|---------------|-------------------|
| 1) Master key | 2) Guest room key |
| 3) Single key | 4) Section key |

25) Which one is not a part of deep cleaning?

- | | |
|--------------|--------------------|
| 1) Carpeting | 2) Doors and walls |
| 3) Mattress | 4) Straining |

26) consider the following pairs:

- a) Bath mats- Twill-weave fabric of lined
- b) Face towels- Terry cloth
- c) Hand towels- Turkish Toweling
- d) Bath towels- Cotton casement fabric

Which of the pairs given above is/are correctly matched in regard to their material?

- | | |
|------------|--------------|
| 1) a and d | 2) a,b and c |
| 3) b and c | 4) b and d |

27) All lost and found articles should be handed over to

- | | |
|----------------|-----------------|
| 1) Personnel | 2) Security |
| 3) Engineering | 4) Housekeeping |

28) Familiarization tours (FAM) in regard to hotels:

- a) Complementary visit of local corporate traffic managers
- b) Complementary visit for social and nonprofit organization
- c) Complementary visit for representative of travel organization
- d) Complementary visit of Government officials for studies

Which of the statements given above is/are not correct?

- | | |
|------------|--------------|
| 1) b and d | 2) a,b and c |
| 3) a only | 4) a and b |

HOFO

29) Consider the following pairs:

- a) Bottle brush- for overflow vents in wash basin and tubes
- b) Heart brush- Cleaning heavy soiling and removing ash out of fireplaces
- c) Flue brush-For brushing carpets
- d) Toilet brush- Used for water closed (WC)

Which of the pairs given above is/are correctly matched in regard to their use?

- 1) a and d
- 2) b,c and d
- 3) a,b and c
- 4) a,b,c and d

30) What is SPATT?

- 1) A non residential guest
- 2) A drunken guest
- 3) A Special attention guest
- 4) A corporate guest

31) Which of the following types of hotels likely appeal most to pleasure/leisure travelers?

- 1) Residential hotels
- 2) Airport hotels
- 3) Convention hotels
- 4) Resort hotels

32) The report that indicates which rooms are occupied and which guests are expected to check out the following day is called the:

- 1) Room status discrepancy report
- 2) Housekeeping report
- 3) Night auditor report
- 4) Occupancy report

33) Which of the following best example of the eco-tourism

- 1) Vast Landscapes, Green pastures, rural areas
- 2) Agricultural land, farm houses
- 3) National parks, bird sanctuaries and wild life sanctuaries
- 4) Deep Gorges, high mountains, hot desserts

34) Which of the following is true regarding the central reservation system?

- 1) It has a delay in the interface that allows for overbooking to occur
- 2) It allows only the host hotel to access the system for confirmed reservation
- 3) It can have access to the inventory of room availability of each hotel in chain
- 4) It only gives description of photo galleries and room categories

HOFO

35) A room viewing a landscape, water body or any other service view is

- 1) Duplex
- 2) Lanai
- 3) Pent house
- 4) Cabana

36) A property which provides full ownership of units is called a

- 1) Bed and Breakfast
- 2) Resort
- 3) Airport hotels
- 4) Condominiums

37) 'Transient' hotel is

- 1) Ideal for families who need a temporary accommodation before moving into their permanent abode
- 2) Where guest stay for a short duration, a day or even less
- 3) Having all studio rooms with fully equipped kitchen
- 4) Equipped for a longer stay of guest

38) Which one of the following statement is correct?

- 1) Management contract- Composed of independent hotels which have banded together for their common goods
- 2) Parent company- Family owned and operated hotel
- 3) Independent hotel – Multiple unit company, but managers report to central or corporate headquarters
- 4) Franchising company- Method of distribution, particular pattern or format for doing business

39) Linen should be stored on the trolley with folds facing:

- 1) Sideward
- 2) Outwards
- 3) Outwards and Inwards
- 4) Inwards

40) What one thing you should not do in case a guest faints in the lobby

- 1) Give something to eat until fully conscious
- 2) Loosen any tight clothing at neck
- 3) Help them to lean forward with head between the knees
- 4) Slowly raise to sitting position

41) Cash payment made on behalf of the guest by management for any external services rendered to them is called

- 1) Visitors paid out voucher
- 2) Payment note
- 3) Allowance voucher
- 4) Cash Receipt

HOFO

- 42) Identify the statement which describes 'waitlist'
- 1) When a guest with guaranteed reservations wishes to check in he is to wait for his room to be ready
 - 2) When a guest who has not made any reservation wishes to check in, he may have to wait for his room to be ready
 - 3) When a guest with 6 PM hold reservation wishes to check in, he may have to wait for his room to be ready
 - 4) Although the hotel is fully booked, guest still insists on making reservation
- 43) What type of rate should a receptionist offer to guest who would like to check in at 2 P.M. and check out at 4 P.M. same day
- 1) Day use rate
 - 2) Rack rate
 - 3) Discount rate
 - 4) Half rate
- 44) Consider the following pairs:
- a) Credit balance-An amount of money a guest owes the hotel
 - b) Debit- An increase is an asset or a decrease in a liability
 - c) Debit balance- Amount of money a hotel owes guests in future services
 - d) Credits- A decrease is an asset or an increase in a liability
- Which are above pairs is/are correctly matched?
- 1) a and d
 - 2) b,c and d
 - 3) a and c
 - 4) b and d
- 45) With reference to the pre arrival procedure considers the following statements:
- a) Check for any mail, messaged or packets already received and keep them handy
 - b) Room rack and information rack are updated
 - c) Inform the bell caption the name of guest and the allotted room number
 - d) The guest bill folio is taken out for any pending posting
- Which of the following statements given above is/are should be done in advance
- 1) a and c
 - 2) a and b
 - 3) c only
 - 4) a,b and c

HOFO

46) Which of the following tourism body represents the travel agencies?

- | | |
|--------|---------|
| 1) WTA | 2) TAAI |
| 3) ATC | 4) MOT |

47) Match List-I with List-II and select the correct answer by using the codes given below the lists:

- | List-I | List-II |
|----------------------|--|
| A) Sain-Bin | 1) Flooring |
| B) Disinfected strip | 2) Small metal or plastic container for collection |
| C) Terrazzo | 3) Measured of illumination |
| D) Foot-candle | 4) Thin strip encircling toiled seed |

Codes:

	A	B	C	D
1)	2	4	1	3
2)	3	4	2	1
3)	1	3	2	4
4)	2	1	4	3

48) Which of the following precaution/precautions to be taken while taking check-in of scanty baggage guest by a front office personal?

- a) Immediately inform to general manager
- b) In case of cash settlement, advance equal to twice of number of room nights to be taken
- c) Mode of payment to be confirmed from the guest
- d) In case of doubt, the duty manager to be informed immediately

Select the correct answer using the code below:

- | | |
|----------------|--------------|
| 1) a,b,c and d | 2) b,c and d |
| 3) a and c | 4) a,c and d |

49) What are the problems may occur while accepting credit cards during the departure of guest?

- | | |
|---|---|
| a) Credit card decline | b) Improper posting of charges in folio |
| c) Payment through travel agent voucher | d) Net banking |

Select the correct answer using the codes below:

- | | |
|--------------|------------|
| 1) a and c | 2) b and d |
| 3) a,b and c | 4) a and b |

HOFO

50) Match List-I with List-II and select the correct answer by using the codes given below the list:

List-I		List-II			
A) Serv		1) Room very quiet			
B) Inter		2) Retention charges			
C) No Show		3) Servant Room			
D) Tranq		4) Room facing courtyard			
Codes:					
	A	B	C	D	
1)	3	1	2	4	
2)	4	1	3	2	
3)	3	4	2	1	
4)	2	4	1	3	

51) Consider the following pairs:

- a) Allowance voucher-Unsatisfactory services
- b) Paid out voucher- Taxi and florist charges
- c) Miscellaneous charge voucher-Health club, pastry shop

Which of the pair given above is/are correctly matched

- 1) a,b and c
- 2) a only
- 3) b and c only
- 4) a and c only

52) Physical cleaning aids, manual or mechanical are known as:

- 1) Cleaning supplies
- 2) Cleaning chores
- 3) Cleaning agents
- 4) Cleaning equipment

53) A discoloration caused by chemical reaction a metal and substance found in water, air and food

- 1) Tamish
- 2) Spot
- 3) Stain
- 4) Mask

54) Consider the following pairs:

- a) Denial code- A situation when cashier payout more than he/she received
- b) Due code- On line credit and verification service
- c) Due out- A Room status

Which of the pairs above is/are correctly matched?

- 1) c only
- 2) b and c
- 3) a only
- 4) a and c

HOFO

- 55) A collective term for all articles of bed
- 1) Bed parts
 - 2) Bed articles
 - 3) Bed making
 - 4) Bedding
- 56) There is a complaint of water seepage from an occupied room, the guest at the movement is not there in the room, the room change that takes place would be termed as :
- 1) Dead Move
 - 2) Live Room
 - 3) Re location
 - 4) Room Move
- 57) Which form is filled by the bell captain during arrival and departure of a guest?
- 1) Activity card
 - 2) Departure card
 - 3) Baggage card
 - 4) Errand card
- 58) A fire breaks out a la Passage Hotel, to evacuate the hotel guest which of the following key would be used?
- 1) Pass key
 - 2) Grand master key
 - 3) Fire key
 - 4) Manager on duty key
- 59) To seek a guarantee for stay and use of the hotel through credit card, we block money which is known as:
- 1) Sale
 - 2) Advance
 - 3) Credit money
 - 4) Pre-authorization
- 60) In tourism how leisure is defined?
- 1) As a operation
 - 2) As a motivation
 - 3) As a concept
 - 4) As a activity
- 61) What is concierge?
- 1) Providing guest services and needs
 - 2) Providing laundry services
 - 3) A person who is with guest for 24 hours
 - 4) A person who accompanied with guest to all places
- 62) What is the advantage of having a voice message system at the reception?
- 1) Booking of airlines tickets and taxis
 - 2) Guest can know his financial transactions
 - 3) Guest can book a confirmed reservation
 - 4) Automatically place wake-up calls

HOFO

63) Which uniformed service can be termed as personalized guest service?

- | | |
|--------------------------------|--------------------------|
| 1) Cable TV service | 2) Room service |
| 3) Safe deposit locker service | 4) Valet parking service |

64) The following are the job description of a front office manager?

- | | |
|---|--|
| a) Ensuring that each job task is performed | b) Well groomed appearance |
| c) Helping attitude and flexibility | d) Ensuring appropriate staffing level |

Select the correct job description

- | | |
|--------------|------------|
| 1) a,b and d | 2) b and c |
| 3) a and c | 4) a and d |

65) Which type of check out can be done without waiting at the reception?

- | | |
|----------------------|--------------------|
| 1) On line check out | 2) Quick check out |
| 3) Express check out | 4) Self check out |

66) Night Auditor report is also known as:

- | | |
|-----------|------------------------|
| 1) Z-card | 2) Hotel audit report |
| 3) D-card | 4) High balance report |

67) Which of the following is not a example of organic solvent?

- | | |
|-------------------------|-----------------------|
| 1) Sodium carbonate | 2) Petrol |
| 3) Carbon tetrachloride | 4) Mentholated spirit |

68) The standard rate of hotel without any discount is known as:

- | | |
|--------------|-------------------|
| 1) Crib Rate | 2) Package Rate |
| 3) Rack Rate | 4) Corporate Rate |

69) Match List-I with List-II and select the correct answer by using the codes given below the lists:

- | List-I | List-II |
|-------------------------|-------------|
| A) Retention charges | 1) Ledger |
| B) Bucket Rate | 2) No Shows |
| C) Grouping of accounts | 3) Folios |
| D) Bank | 4) Imprest |

Codes:

	A	B	C	D
1)	4	3	1	2
2)	2	3	1	4
3)	3	1	2	4
4)	1	2	3	4

HOFO

70) Which one of the following statement is correct?

- 1) International – Tourists coming from other areas/countries to your areas/countries
- 2) Outbound – Tourists going from their local area to other areas
- 3) Inbound – Tourists coming from various states and other parts of the same country
- 4) Domestic – Tourists coming from other countries

71) Which of the following is/are the example/examples of segmentation?

- a) Measurable
- b) Substantial
- c) Accessible

Select the correct answer using the code below:

- | | |
|--------------|------------|
| 1) b and c | 2) a and b |
| 3) a,b and c | 4) a and c |

72) Which of the following pair is not correct?

- 1) Psychographic variable – Personality traits
- 2) Geographic variable – Urban, rural
- 3) Socio-Economic – family size
- 4) Product related variable – Life style

73) A list of some activities in tourism is given below:

- | | |
|-----------------|--------------|
| a) Scuba Diving | b) Polo |
| c) Skiing | d) Mini Goal |

Which one of the following did not follow the sporting tourism?

- | | |
|--------------|------------|
| 1) a and c | 2) b and d |
| 3) a,c and d | 4) a only |

74) Consider the following pairs:

- a) Circuit house – Meant for high Government officials
- b) Dak bungalows – Remote places
- c) Dormitories – Big halls with individual beds
- d) Travelers lodge – Small rest houses

Which of the following pair/pairs given above is/are correctly matched?

- | | |
|------------|---------------|
| 1) a only | 2) a and c |
| 3) a and b | 4) b, c and d |

HOFO

- 75) A term refer for the guest for which a reservation system can still accept reservation
- 1) Operating system
 - 2) Open
 - 3) Off
 - 4) Occupancy
- 76) printed stationery, given to travel agents for distribution to prospective guest
- 1) Brochures
 - 2) Annual report
 - 3) Tariff Card
 - 4) Annual Magazine
- 77) Information technology can bring the following changes to tourism and travel except:
- 1) Greater ease in booking travel and accommodation through seamless connectivity of system
 - 2) Reduced complexity in purchasing, marketing and distribution
 - 3) Greater improved access to information about destination
 - 4) Greater mobility of illegal immigrants
- 78) Which code provides a unique number reference to a reservation record and assures the guest that the reservation record exists?
- 1) One Time Password Number
 - 2) Aadhar Card Number
 - 3) Confirmation Number
 - 4) Permanent Account Number
- 79) A division of the flow, of business through a hotel that identifies the contracts and financial exchanges between guests and hotel employees
- 1) Registration card
 - 2) Guest ledger
 - 3) Cash sheet
 - 4) Guest cycle
- 80) What is the name of the transactions requiring posting to a guest account that does not reach the front office system until after guest has check out?
- 1) Charge Privileged
 - 2) Finish Charge
 - 3) Late Charge
 - 4) Balance Charge
- 81) Which departments Housekeeping would interact closely on a daily basis?
- a) Reception
 - b) Maintenance
 - c) Human resources development
 - d) Sales and marketing
- Select the correct answer using the code below
- 1) a and b
 - 2) b and c
 - 3) b and d
 - 4) a and d

HOFO

- 82) Which of the following agents helps prevent bacterial growth during a cleaning operation?
- 1) Antiseptic
 - 2) Disinfectant
 - 3) Deodorant
 - 4) Hydrogen
- 83) Which function of the key card does not belong to the class of other three?
- 1) It satisfies the obligation to inform guests of their room rate when they register
 - 2) It can be used as a security check when guests collect their keys
 - 3) It advertises facilities both in and out of the hotel
 - 4) Track financial transactions throughout the guest cycle
- 84) Which type of hotel normally does not maintain guest history cards?
- 1) Business hotel
 - 2) Transient hotel
 - 3) Residential hotel
 - 4) Luxury hotel
- 85) Account Receivable module, accounts payable module, payroll module, financial reporting module all are the part of:
- 1) Back office module
 - 2) General management module
 - 3) Guest accounting module
 - 4) Room management module
- 86) Which term is used to describe a random stopping a particular business day in night auditing?
- 1) Complete the day
 - 2) Finish of day
 - 3) End of day
 - 4) Conclude the day
- 87) What is another name for minimum rate?
- 1) Fenced rate
 - 2) Flat rate
 - 3) Package rate
 - 4) Hurdle rate
- 88) Increasing in begging, prostitution, cheating, drug padding all are the examples of which type of tourism product?
- 1) Political Impact
 - 2) Economic impact
 - 3) Environmental Impact
 - 4) Socio Cultural Impact
- 89) Recreation is:
- 1) Work time
 - 2) Committed time
 - 3) Sleep time
 - 4) Leisure time

HOFO

90) Which one is not a basic expectation for the entire guest?

- 1) Safe, secure accommodation
- 2) Courteous, professional and friendly staff
- 3) Theme lunch/dinner, music and dance shows
- 4) Well maintained facilities and equipment

91) Match List-I with List-II and select the correct answer by using the codes given below the lists:

List-I

- A) Sleep out
- B) Tariff
- C) Concessionaire
- D) Commissionaire

List-II

- 1) Rate List
- 2) Shop providing services
- 3) Room status
- 4) Doorman

Codes:

	A	B	C	D
1)	3	1	2	4
2)	4	1	2	3
3)	2	3	1	4
4)	3	2	4	1

92) The following are the functions of front office accounting (orders):

- a) Preparing high balance report for residential guest
- b) Creation and maintenance of guest account
- c) Complete outstanding posting and verifying transactions
- d) Tracking financial transaction of guest account

The correct chronological sequence of these functions is:

- | | |
|------------|--------------|
| 1) b and d | 2) a,b and d |
| 3) a and b | 4) a,b and c |

93) Which one of the following pair is not correctly matched?

- | | |
|--------------------------------------|--------------------------------------|
| 1) Front office – Prepare the budget | 2) Cashier- Present the bill |
| 3) Bell Boy- Loading the luggage | 4) Point of sale- Restaurant and bar |

94) Which one of the following pair is not correctly matched?

- 1) Ledger- Collection of the same type of accounts
- 2) Non guest account- Residential guest
- 3) Local currency- Settlement of bills
- 4) Voucher- Evidence of financial transactions

HOFO

95) Consider the following statement:

- a) Stay over refers to the total numbers of guest who stay in the hotel on a particular night and further continue staying in the hotel for at least the next night.
- b) Over stay term refers to overstayng guests who are scheduled to leave or checkout of the hotel on a particular day, but do not leave and continue staying further.

Which of the following statements given above is/are correct?

- 1) Both a and b
- 2) a only
- 3) Neither a nor b
- 4) b only

96) With reference to sales consider the following situation

- a) Up selling means to move a reservation or staying guest s to a better accommodation or class of service
- b) Upgrading means encouraging a customer to consider buying a higher priced product or service than originally anticipated

Which of the following statement given above is correct?

- 1) Neither a nor b
- 2) b only
- 3) a only
- 4) a and b

97) Hotel Park was overbooked yesterday, the receptionist needed to make other arrangements for the guest with guaranteed reservation (example- book a room in another hotel)

- 1) Turn out
- 2) Sold out
- 3) Wash out
- 4) Farm out

98) Which among of these are followed during the bathroom cleaning?

- 1) The light and exhaust is turned off
- 2) The WC is flushed and the WC cleaner applied around the bowl, it is allowed to stand for some time
- 3) The trash and ashtray must not be emptied
- 4) The bathroom tiles, wash basin should not be pre-sprayed with bath room cleaner

99) Which of the following is known as universal solvent?

- 1) Aqua Regia
- 2) Water
- 3) Acids
- 4) Alkalis

HOFO

100) The primary function of management is

- | | |
|--------------|--------------------|
| 1) Directing | 2) Decision making |
| 3) Staffing | 4) Planning |

101) Which one of the following pair is not correctly matched?

- | | |
|--------------------------------------|---------------------------------------|
| 1) Guest folio- Residential guest | 2) Split folio- VVIP guest |
| 3) Master folio- more than one guest | 4) City Ledger- non residential guest |

102) With reference to safety and security consider the following situation

- a) Safety- Protection of an individual's physically well being and health
- b) Security- Protection of an Individual's or business property and other assets

Which of the following statement given above is/are correct?

- | | |
|--------------------|------------|
| 1) Neither a nor b | 2) a and b |
| 3) a only | 4) b only |

103) Match List-I with List-II and select the correct answer by using the codes given below the lists:

List-I

- A) Surveillance System
- B) Property Insurance
- C) Power outages
- D) Key card

List-II

- 1) Emergency Plane
- 2) Close circuit television
- 3) Re- codable locking system
- 4) External resources

Codes:

	A	B	C	D
1)	2	4	1	3
2)	2	3	1	4
3)	4	1	2	3
4)	3	2	4	1

104) A list of some basic tools of reservation

- | | |
|-------------------------------|--------------------------|
| a) Room status board | b) Housekeeping report |
| c) Forecasting control report | d) Density control chart |

Which of among these did not cover the basic tool of reservation?

- | | |
|------------|------------|
| 1) b and c | 2) b and d |
| 3) a and b | 4) a and d |

HOFO

105) Which is the responsibility of the shift supervisor should perform during morning and afternoon shift handover?

- a) Billing instruction follow up done
- b) Room rate variance report
- c) Arrival list handled with computer

Select the correct answer using the codes given below

- 1) b and c
- 2) a and c
- 3) b only
- 4) a,b and c

106) The Process of registering an expected guest before his arrival is known as:

- 1) Registration
- 2) Occupancy
- 3) Pre-Registration
- 4) Guest Account

107) The concept of lodging does not include the following:

- 1) Shopping Malls
- 2) Camps
- 3) Cruise
- 4) Motels

108) Which one of the following pairs is not correctly matched?

- 1) Studio Room- Room with utility furniture such as sofa-cum-bed
- 2) Hollywood Bed- Two single beds joining together with a common head board
- 3) Adjoining Room- Provides sleeping accommodation for 4 persons and accordingly 4 beds
- 4) Duplex Room- Two rooms on two successor floors connected to each other with a common stair case

109) Which services is not an intermediary's service for a tourist?

- 1) Travel agency
- 2) Guide services
- 3) Tour operator
- 4) Electricity and sewage disposal

110) Point out the pair of words which show the synonymy tourism in historical aspects:

- 1) Heritage and Sustainable tourism
- 2) Historical and Community
- 3) Historical and Heritage
- 4) Heritage and Community

111) The basis defining domestic tourists is:

- 1) Distance
- 2) Purpose of travel
- 3) Residence of the traveler
- 4) Length of stay at destination

HOFO

112) To know about ethnic aspects of historical tourism one should visit:

- | | |
|------------|-----------------------------|
| 1) Places | 2) Museum and art galleries |
| 3) Library | 4) Archives |

113) 'Down Town Hotels are located at the

- 1) Natural or manmade sites
- 2) Centre of a city
- 3) Centre of the city in busy commercial and shopping districts
- 4) Precincts on an airport

114) which of the following is a function of a Travel Agent?

- | | |
|------------------------------|---|
| 1) Acts as a ground operator | 2) Deals with foreign exchange |
| 3) Retail the package tour | 4) Accountable to the cancellation tour |

115) 'Opera' is a

- 1) Software used for reservation of hotel rooms
- 2) Travel Company
- 3) Franchise hotel chain
- 4) Airline charter company

116) In modern marketing concept which of the following are the main tenets?

- a) Market focus
- b) Accommodation
- c) Customer orientation

Select the correct answer using the code given below

- | | |
|------------|--------------|
| 1) a and c | 2) a,b and c |
| 3) a and b | 4) b only |

117) Assertion (A) Visitors to natural attractions often increase their awareness of nature's fragile condition and provide funds for its preservation through admission and user fees

Reason (R) Many of the world's precious historical and cultural sites have survived because of visitors willing to pay to view treasures of the past

Codes:

- 1) Both (A) and (R) are true and (R) is the correct explanation of (A)
- 2) (A) is true and (R) is false
- 3) Both (A) and (R) are true but (R) is not the correct explanation of (A)
- 4) (A) is false and (R) is true

HOFO

118) A _____ manager is responsible for implanting the policies and plans developed by management

- 1) Low level
- 2) Middle level
- 3) Top level
- 4) First line

119) The Acronym for NTO is

- 1) National Tour Organization
- 2) National Travel Organization
- 3) National Tourist Organization
- 4) National Traffic Organization

120) Assertion (A) Hotel business is very lucrative as it satisfies two physiological needs of all human

Beings- shelter and food

Reason (R) Hotel specializes in providing facilities and amenities to the business corporate
Codes

- 1) (A) is false, but (R) is true
- 2) Both (A) and (R) are true and (R) is not the correct explanation
- 3) Both (A) and (R) are true and (R) is the correct explanation
- 4) (A) is true, but (R) is false