1. American service is otherwise called
   a. Guardian service  
   b. Plate service  
   c. Chain service  
   d. None of these

2. Which of the following hotel based terrorist attack
   a. Taj gateway  
   b. Taj trident  
   c. Taj Mumbai  
   d. None of these

3. Earliest lodging places are called
   a. Inns  
   b. Restaurant  
   c. Motels  
   d. None of these

4. An order is found in
   a. House keeping  
   b. front office  
   c. Room service  
   d. none of these

5. Vacation homes found in Switzerland are called
   a. Condominiums  
   b. chalet  
   c. Caravans  
   d. none of these

6. A property which provides full ownership of unit is called a
   a. Time share  
   b. condominiums  
   c. Bed & breakfast  
   d. none of these

7. We can find unique artifacts and accommodation in ............... hotel
   a. Floating hotel  
   b. motel  
   c. Palace hotel  
   d. none of these

8. A business lounge will be found in a ......................... Hotel
   a. Independent hotel  
   b. resort hotel  
   c. Business hotel  
   d. none of these

9. Name a country where we can see a capsule hotel
   a. China  
   b. Japan  
   c. Malaysia  
   d. none of these

10. Countries which created hydro polis are
    a. Germany and Italy  
    b. China and Dubai  
    c. Singapore and Bangkok  
    d. None of these

11. Who is head of the head of house keeping department
    a. Chef De Cuisine  
    b. Executive house keeper  
    c. Engineer  
    d. None of these

12. The portion responsible for the land scapes and gardens of the hotel premises is
    a. Florist  
    b. Horticulturist  
    c. Public area supervisor  
    d. Gardener

13. The person who cleans the kitchen is
    a. Utility worker
b. Dish washer  
c. Pot washer  
d. Kitchen steward

14. The chef De party responsible vegetable preparations are  
a. Potagus  
b. Entremelier  
c. charcutier  
d. poussonier

15. Recaud means  
a. A type of dish  
b. An alcohol store  
c. A type of saving bowl  
d. None of these

16. Guardian is a  
a. Trolley  
b. Tray  
c. Vessel  
d. None of these

17. Which section in a kitchen supplies tea or coffee  
a. Still room  
b. Hot range  
c. Cold room  
d. Confectionary

18. Chef poissonier specializes in  
a. Vegetarian  
b. Fish preparation  
c. Meat  
d. None of these

19. A shuttle service to the airport is a typical feature of which type of hotel  
a. Resort  
b. Airport hotel  
c. Casino  
d. None of these

20. Las Vegas is the best example for  
a. Casino hotel  
b. Heritage hotel  
c. Budget hotel  
d. None of these

21. The term restaurant originated in  
a. America  
b. England  
c. Germany  
d. Italy

22. Examples of floating hotel is  
a. Resort  
b. Motels  
c. House boat  
d. None of these

23. Motels are located on
24. Customers who want to stay for a longer period prefer
   a. Commercial hotels
   b. Resort hotels
   c. Residential hotel
   d. Motels

25. The place in a hotel where alcoholic beverages and snacks are served in
   a. Banquet
   b. Lobby
   c. Bar
   d. Coffee shop

26. The mean which provides a choice of item is
   a. Alacarte
   b. Table d’ hotel
   c. Counter service
   d. None of these

27. A hotel situated near an airport is known as
   a. Floatel
   b. Airtel
   c. Motel
   d. Rotel

28. Which is the hotel on wheels
   a. Motel
   b. Rotel
   c. Floatel
   d. Airtel

29. In which year Indian Tobacco Company (ITC) entered hotel industry
   a. 1958
   b. 1956
   c. 1957
   d. 1959

30. Which is the first state in India to convert its Maharaja’s into hotel
   a. Rajasthan
   b. Kashmir
   c. Uttar Pradesh
   d. Madhya Pradesh

31. Pensions are found in
   a. UK and France
   b. Europe and France
   c. India and Europe
   d. None of these

32. Food and beverages served in guest room is known as
   a. Full service
   b. Room service
   c. Service station
   d. None of these
33. A room viewing a landscape, water body of any other service view is
   a. Lanai
   b. Pent house
   c. Cabana
   d. None of these
34. Regular published rate of hotel or other than travel service is called
   a. Room rate
   b. Rack rate
   c. Normal rate
   d. None of these
35. A hotel room with all guest rooms occupied is called
   a. Green house
   b. Full house
   c. House full
   d. None of these
36. A hotel employee who handles restaurant and tour reservation, travel agreements etc is
   a. House keeper
   b. Chef De cuisine
   c. Concierge
   d. None of these
37. A food service operation of limited menu and self service is
   a. Buffet area
   b. Bar
   c. Cafeteria
   d. None of these
38. ‘Table D hot’ is a term related to
   a. Varied Buffet services
   b. Fixed number of items in menu
   c. Choice of items in a menu
   d. Options for guest of prepare their own menu
39. Identify and international franchise hotel chain
   a. Taj group
   b. ITC welcome group
   c. Marriot’s
   d. Lemon tree
40. ARR is the term used in hotel industry for identifying
   a. Average Revenue Rate
   b. Average Rack Rate
   c. Average Room Revenue
   d. Actual Room Rate
41. Name the underline cloths used on a restaurant table
   a. Slip cloth
   b. De mask
   c. Serviette
   d. Baize cloth
42. The DND cards in a maids trolley belong to
   a. Bathroom suppliers
   b. Guest room supplier
   c. Linen supplier
43. Which state has the maximum number of heritage hotels in India
   a. Rajasthan
   b. Uttar Pradesh
   c. Maharashtra
   d. Karnataka

44. Cabana means
   a. Studio room
   b. Twin room
   c. Triple room
   d. Room attached to the swimming pool for changing or resting

45. American plan refers to
   a. 3 daily meals include with room rates
   b. 3 meals a day
   c. Only breakfast
   d. Only dinner

46. Modified American plan includes
   a. Two meals of the day + room rent
   b. One meal of the day + room rent
   c. Breakfast + room rent
   d. None of these

47. Hotel Asoka, which became flagship hotel of ITDC came into being in the year
   a. 1956
   b. 1965
   c. 1968
   d. 1970

48. Name of the founder of Obroi group of hotel chain
   a. Mahavir Singh Obroi
   b. Mahipal Singh Obroi
   c. Mohan Singh Obroi
   d. Mahipat Singh Obroi

49. Founder of hotel Taj Mumbai was
   a. Jamshedji Tata
   b. Ghanshyam Das Birla
   c. Nusli Wadia
   d. Dhiru Bhai Ambani

50. A hotel smaller in size with modest boarding and lodging facilities is known as
   a. Downtown hotel
   b. Resort hotel
   c. Airport hotel
   d. Inns

51. Identify the hierarchical sequence
   a. Chef d’ cuisine, Souse chef, chef d’ party
   b. Chef d’ party, chef d’ cuisine, souse chef
   c. Souse chef, chef d’ party, chef d’ cuisine
   d. Chef d’ party, souse chef, chef d’ cuisine,

52. If a Golf course, horse riding track and casino have been provided within the premises of a hotel, then it is a
a. Heritage hotel
b. Resort hotel
c. Motel
d. Ski resort hotel

53. What is a mock tail
   a. It is liquor mixed with fruit juices
   b. It is a combination of fruit juices tastefully garnished but sans alcohol
   c. It is a type of draught beer
   d. It is plain lemon juice

54. The size of the bed in a king room
   a. 60*80
   b. 80*72
   c. 45*60
   d. 60*60

55. A duplex room is a room with
   a. Air conditioner
   b. Two storey’s connected by stairs
   c. Room service facility
   d. An extra bed

56. They are electric kettles provided in four star and five star hotels
   a. So that guest could drink hot water
   b. So that they could make tea or coffee on their own
   c. So that they could use the water for washing purpose
   d. None of these

57. Which restaurant chain was involved in a controversy related to beef follow
   a. Mc Donald
   b. Nirulas
   c. Kentucky Fried Chicken
   d. Wimpey’s

58. Which are of the following organization is operating youth hostels around the world
   a. CARE
   b. UNESCO
   c. YMCA
   d. UNCHR

59. One ward find boatels in
   a. Manali
   b. Srinagar
   c. Laktal
   d. Ooty

60. Which one of the following is a heritage hotel
   a. Mourya sheraton, Delhi
   b. Juhu captur, Mumbai
   c. Ram bagh palace, jaipur
   d. Leela kem peinsty, Mumbai

61. Which one of the following is not available in flight menu
   a. Beer
   b. Red wine
c. White wine
d. cigarettes

62. Cock lands are mixed only by expert cocktai makers or experienced bar tenders. In fact they are proud of their skills, why is that so?
   a. Cocktails are difficult to make
   b. It is important to different liquors and fruits juice in a correct proportion, the guest should not digest and add cocktail and became sick
   c. They are at the forefront of the sales department in the bar and so, they feel proud of thin cocktail and making skills
   d. They know how to make ready mixture in style and hence are proud of their skills

63. The guest enters into a large hotel from its
   a. Lobby
   b. Front office
   c. Reception
   d. Restaurant

64. Where is hotel Ashok located in New delhi
   a. Jor Bagh
   b. Chankya puri
   c. Sunder Nagar
   d. New friends colony

65. In a single bed room the number of glasses given to the guests is
   a. 1
   b. 2
   c. 4
   d. None of these

66. What is the main features of a time share establishment
   a. It is a private property
   b. Its rooms/resources are shared by guests/tourists according to specified time schedules
   c. It is a facility of one star grade
   d. None of these

67. A Dharmasala is suitable for
   a. Those business man who can stay in granded hotels
   b. Low income families
   c. Only rich merchants
   d. All of the above

68. If you are staying in a five star hotel, you are an
   a. Extra high budgeted tourist
   b. Guest of the hotel
   c. Middle budgeted tourist
   d. Guest of the company that has invited you.

69. What is a motel
   a. A small hotel
   b. A small hotel on the high way where motorists check in
   c. A large hotel with parking facility
   d. A hotel with a restaurant

70. The hotel review and survey committee was formed in the year
71. The hotel classification committee has studies ________ hotels to begin with
   a. 300
   b. 299
   c. 402
   d. 400

72. One would find hotels in
   a. Manali
   b. Srinagar
   c. Loktaks
   d. Ooty

73. Why is a hot wet towel served to all the passengers onboard an airline?
   a. To clean their face and hands
   b. To use it during their meals
   c. To use it in the bathroom for washing & cleaning hands
   d. To use it as and when the need arises to do so

74. Seven-star hotel is located at
   a. Kanpur
   b. Bangalore
   c. Singapore
   d. Pattaya

75. The minimum carpet area for a five-star resort hotel (double room) is
   a. 120 sq ft
   b. 200 sq ft
   c. 412 sq ft
   d. 212 sq ft

76. Who is link men
   a. A person who cleans the taxies
   b. A cook who is a trainee
   c. A person who helps the guests arrive in and depart from the hotel
   d. All of these

77. Five-star and five-star deluxe hotel are costlier than their graded cousins secure of
   a. Regular supply of services like water, electricity and telephone etc.
   b. Better standard of rooms, catering, cleaning and services
   c. Efficient management of the front office.
   d. Costly decorative frescos/antiques in the lobbies of such hotels.

78. What is the main feature of a time share establishment
   a. It is a private property
   b. Its rooms or resources are shared by guests or tourists according to specific time schedules
   c. It is a facility of one star grade
   d. None of these
79. If the guest wants to check out of the hotel but does not want to take his luggage along with him, then the most appropriate step for him to take would be to
   a. Deposit his luggage in the hotel's clock room
   b. Deposit his luggage in the department of the staff of the hotel of a friend
   c. Deposit his luggage at the site that he is about to visit
   d. None of these

80. What is the use of a key rack at the reception of hotel?
   a. It is used to put letters and messages for guests
   b. The guest can collect keys from the key rack and go to these rooms
   c. The receptionist collects keys from a common key box (where the guest deposits the room keys) and put keys in the key rack against room numbers written on it, later, she hands over the keys to guest when they want to go their rooms.
   d. The key rack is a place to keep such items of the guest as have been left by them after they have checked out of the hotel

81. The senior waiters is also called
   a. Demi chef
   b. Commis de Rang
   c. Station head waitress
   d. Assistant wine waitress

82. A staff cooks
   a. Cooks in the restaurant
   b. Cooks food for the hotel staff
   c. Cooks when the breakfast cook is absent or on leave
   d. Prepare vegetable for cooking and gives the same to the relief cook

83. Which of the following is not a duty of the bell captain
   a. Maintains of credit accounts of guest
   b. Maintains of discipline in his staff
   c. Collection of bills
   d. Preparation of the daily waste

84. How many hotels of the ITDC had been sold off till July 2002
   a. 24
   b. 22
   c. 18
   d. 26

85. If a golf course, horse riding track and casino have been provided within the premises of a hotel, then it is a
   a. Heritage hotel
   b. Resort hotel
   c. Motel
   d. Ski Resort hotel

86. Why does the guest put the fork and knife (crosses) on the plate after he has finished his meals
   a. I need more food, the waiter should come
   b. I have had enough, please remove the plate
c. I need cold drinks, please send the menu card  
d. I am angry, please send the head cook  

87. The room rent for one day is normally taken as an advance amount from the guest. That is because  
a. The hotel staff wants to be sure about the credentials of the guest  
b. It is customary to get an advance amount  
c. The guest and the hotel are able to have a deal, with ensure that services would be provided and payments would be made  
d. None of these  

88. The hotel classification system insists that the number reliable rooms (under one star grade) be equal to or more than a fixed number. Why is that so?  
a. The government assumes that a least this much number of guest would check into that category of hotel  
b. The government has spoken such numbers of the random calculations  
c. If the number of rooms class is equal or more than the specified number than the hotel would maintain them and also, he able to accommodate as many guest as the number of lettable rooms  
d. The inspection team would be pleased  

89. The hotel classification was appointed by the government in  
a. April 1963  
b. June 1962  
c. July 1961  
d. August 1960  

90. The guest enters into a large hotel from its  
a. Lobby  
b. Front office  
c. Reception  
d. Restaurant  

91. The housemaid always perform  
a. Light cleaning jobs and linen arrangement  
b. Heavy cleaning jobs  
c. Lobby cleaning on each floor of the hotel  
d. None of these  

92. Cocktails are mixed only by expert cocktail makers or experienced bartenders. In fact they are proud of their skills, why is that so?  
a. Cocktails are difficult to make  
b. It is important to mix different liquors and fruit juices in a correct proportion, test the guest should not digest on add cocktail and become sike.  
c. They are at the forefront of the sales departments in the far and so, they had found of their cocktail making skills  
d. They know how to make ready mixtures in style and hence, are found of their skills  

93. A hotel can be classified if
a. Its room, food and other facilities have degraded to warrant the invention of the central committee
b. Its staff report to the committee that nature scenes have deteriorated
c. The committee decides on its own without making any observation or receiving any repeat regarding the standard of operation.
d. None of these

94. In a two star hotel, the number of lettable rooms should be at least
   a. 75%
   b. 80%
   c. 68%
   d. 90%

95. Heritage hotels are those hotels that were built on building /castles/havelies; which were built prior to
   a. 1980
   b. 1950
   c. 1961
   d. 1947

96. An executive suit has all the amenities and resources/gadgets for
   a. Business operation]
   b. Video projection
   c. Tele communication
   d. Room services

97. The four regional sub committee have been located at
   a. Indore, Ludiana, Chandhigarh and Kolkata
   b. Delhi, Panaji, Indore and Kolkata
   c. Kolkata, Chennai, Ahammadabad and Pune
   d. Delhi, Chennai, Kolkata and Mumbai

98. The housemaid finds that the tumbler of the room that she is cleaning has been broken by the guest. The maid should
   a. Warn the guest not to break, it again
   b. Remain quite and replace the broken tumbler with new one
   c. Tell guest to pay for the broken tumbler immediately
   d. Tell the guest to use other tumbler

99. A child in his/her teens, can be accommodated along with his parents in a
   a. Double-double room
   b. Queen room
   c. King room
   d. Triple room

100. Find out the pricing strategy
    a. Pai strategy
    b. Skipping strategy
    c. Premium price
    d. Jumping strategy

101. Premium pricing strategy
    a. High price-high quality
    b. High quality-low price
    c. Low price-low quality
    d. High price-low quality
102. Penetration strategy
   a. High price-high quality
   b. High quality-low price
   c. Low price-low quality
   d. High price-low quality

103. Economy pricing strategy
   a. High price-high quality
   b. High quality-low price
   c. Low price-low quality
   d. High price-low quality

104. Price skimming strategy
   a. High price-high quality
   b. High quality-low price
   c. Low price-low quality
   d. High price-low quality

105. In the content of the stock market, individual investors are --------
   a. Price giviners
   b. Price deciders
   c. Price takers
   d. Price withdrawers

106. Hotelier means
   a. Worker of the house keeping department
   b. Owner of the restaurant
   c. Manager of the front office
   d. A manager or owner of a hotel

107. HRACC means
   a. Hotel And Restaurant Approved and Classification Committee
   b. Housekeeping And Restaurant Association of Central Committee
   c. Hotel And Resort Approval and Classification Council
   d. Hotel And Restaurant Association of Central Committee

108. Lounge means
   a. Place to relax for hotel guest
   b. Place for food and beverage
   c. Place for deposit valuable things
   d. None of these

109. In ancient----------------hospitality was a sort of divine order
   a. France
   b. Japan
   c. China
   d. Greek

110. In which year ‘ tavern’ opened?
   a. 1633
   b. 1664
   c. 1634
   d. 1674

111. Who was introduced the term tavern
   a. Sam Coles
   b. Samel Coles
   c. Smith Coles
   d. John Coles

112. The hotel review and survey committee was formed in the year
113. Which is the world target hotel
   a. Welcome group singapure
   b. Obroi group dubai
   c. Down town china
   d. Highland Malaysia

114. Which one is the early Indian accommodation type?
   a. Sarais
   b. Xenia
   c. Deonidio
   d. Haslehies

115. Which one is the supplementary accommodation
   a. Resort
   b. Hotel
   c. Youth hostel
   d. Sslandecare hotel

116. Bed of breakfast establishments, also known as ----------
   a. Colony hotel
   b. Camp hotel
   c. Caravan hotel
   d. Apartment hotel

117. The size of the bed in single room
   a. 7ft x 3 ft
   b. 6ft x 3 ft
   c. 3ft x 5 ft
   d. 4ft x 7ft

118. When was the passing of the hotel act
   a. 1890
   b. 1887
   c. 1980
   d. 1880

119. Two thirds of visitor arrive to the land yearly by a land
   a. Land
   b. Air
   c. Sea
   d. Taxi

120. Trident- obroi at naiman point, was a victim of recent attacts, was build by the obroi’s in the 1970’s. As the part of the financial deal from American exim bank, they had to take an American collaborotor, who was the collaboration?
   a. Sheraton
   b. Welcome
   c. Taj
   d. None of these

121. Suit hotels usually feature
   a. Several types of food and beverage services
   b. More suitable areas and great services than other hotels
c. Guest room with separate bedrooms and living rooms

d. Leisure sport activities

122. The executive committee of a national trade association must hold an emergency half day meeting within the next 10 business days. The committee is composed of busy executives from across the country who lead large business organizations. The association would likely book the meeting at

a. Downtown commercial hotel
b. An airport hotel
c. Convention hotel
d. Conference centre

123. Resort hotels distinguish themselves from most other types of hotels by providing

a. Kitchen amenities
b. Food and beverage services
c. Special activities such as horseback riding
d. Conference and meeting room

124. Which of the following types of hotel are small and usually have the owner living on the premises

a. Bed and breakfast hotels
b. Commercial hotels
c. Airport hotel
d. Conference centre

125. First type of hotel in the United States

a. Casino hotel
b. Commercial hotel
c. Residential hotel
d. None of these

126. Services can be divided into four distinct categories: service industries and companies, services as product, customer service, and ________

a. Substitutable services
b. Complimentary services
c. Service reception
d. Derived services

127. ____________ results because no two customers are precisely alike, each will have unique demands or experience the service in a unique way

a. Homogeneity
b. Heterogeneity
c. Tangibility
d. Perishability

128. In addition to the traditional four P’s, the services marketing mix include people, physical evidence and

a. Preparation
b. Production
c. Planning
d. Process

129. Services are made up of which 3 core services
a. Deeds, processes and performance
b. Deeds, processes and analysis
c. Planning, processes and performance
d. Deeds, pricing points and performance

130. All business and organization that operate on the internet are essentially providing what
   a. Information
   b. Ability to shop online
   c. Visual cues of thin products
   d. Services

131. Products that are intangible items are called
   a. Services
   b. Goods
   c. Durable goods
   d. None of the above

132. If services can be held, touched, or seen before the purchase decision then that is called
   a. Inventory
   b. Intangibility
   c. Inseparatability
   d. None of the above

133. Where in the world can you find several capsules hotels that offer “rooms” an average of 6.5 feet long and 5 feet wide
   a. Cairo, Egypt
   b. Tokyo, Japan
   c. Dubai, UAE
   d. None of the above

134. With an interior of about 5500 squares meters, the would largest lie hotel is located where
   a. Jakkariarvi, Sweden
   b. Quebec, Canada
   c. Kirkones, Norway
   d. None of the above

135. What is the name and location of the world’s first under water hotel
   a. Poseidon unclu Fiji
   b. Crescent hydroples in Dubai
   c. Jales undersca lodge in key laigo, Florida
   d. None of the above

136. Both Adolf Hitler and Michael Jackson stayed at what Berlin hotels
   a. Hotel adlon komnnski
   b. The ritz Carton
   c. Hotel & Hackeser market
   d. None of the above

137. Which hotels provide would most expensive cocktail - according to the Guinnes book of world records
   a. Burj Al Ara hotel Dubai, UAE
   b. Merchant Hotel Belfart, Northern Ireland
   c. Hotel Lafores Tokyo, Japan
In the Million Donkey hotel guests can sleep in a bed inside a metal cage that is completely suspended in the air. Where is the hotel located?

- Servilla, Spain
- Prata Sannita Inferione, Italy
- Jerusalem, Israel
- None of the above

To stay at Sarai, a luxury desert camp with 21 sleeping tents, a dining tent, library for rent pool and spa where would you have to go?

- Rajasthan India
- Bhaga Oasis, Egypt
- Petha, London
- None of these above

Which one of the following is not available in the flight menus?

- Beer
- Red wine
- White wine
- Cigarette

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