

Sikkim Public Service Commission

Main Written Examination for the Post of Sikkim State Civil Service

OPTIONAL PAPER - HOSPITALITY & HOTEL MANAGEMENT

Time Allowed : 3.00 Hrs.

Maximum Marks : 300

INSTRUCTIONS TO CANDIDATES

Read the following instructions carefully before answering the questions :-

1. **IMMEDIATELY AFTER THE COMMENCEMENT OF THE EXAMINATION, YOU SHOULD CHECK THAT THIS TEST BOOKLET DOES NOT HAVE ANY UNPRINTED OR TORN OR MISSING PAGES OR ITEMS ETC. IF SO, GET IT REPLACED BY A COMPLETE TEST BOOKLET.**
2. Please note that it is the candidate's responsibility to fill in the Roll Number carefully and without any omission or discrepancy at the appropriate places in the **OMR ANSWER SHEET** as well as on **SEPERATE ANSWER SHEET** for MCQ / SUBJECTIVE PAPER. Any omission/discrepancy will render the Answer Sheet liable for rejection.
3. **Use only Black Ball Point Pen to fill the OMR sheet**
4. Do not write anything else on the OMR Answer Sheet except the required information.
5. **This Test Booklet contains 75 items (questions) in MCQ Mode in Part I to be marked in OMR Sheet and Part II Subjective Questions, which has to be written on seperate answer sheet provided to you.**
6. **All items from 1 to 75 carries 2 mark each .**
7. Before you proceed to mark in the Answer Sheet (OMR), you have to fill in some particulars in the Answer Sheet (OMR) as per given instructions.
8. After you have completed filling in all your responses on the Answer Sheet (OMR) and the examination has concluded, you should hand over the Answer Sheet (OMR) and Seperate answer sheet to the Invigilator only . You are permitted to take away with you the Test Booklet.
9. **Marking Scheme**
THERE WILL BE NEGATIVE MARKING FOR WRONG ANSWERS MARKED BY A CANDI DATE IN THE OBJECTIVE TYPE QUESTION PAPERS.
 - (i) There are four alternatives for the answer to every question. For each question for which a wrong answer has been given by the candidate, one-third of the marks assigned to that question will be deducted as penalty.
 - (ii) If a candidate gives more than one answer, it will be treated as a wrong answer even if one of the given answers happens to be correct and there will be same penalty as above to the question.
 - (iii) If a question is left blank. i.e., no answer is given by the candidate, there will be no penalty for that question.

DO NOT OPEN THIS TEST BOOKLET UNTIL YOU ARE ASKED TO DO SO

Paper - HOSPITALITY AND HOTEL MANAGEMENT

PART – I : OBJECTIVE / MCQ

Each question carries 2 marks:

(75X2= 150 Marks)

1) HACCP certificate in Hotels stands for

- a. Hazard Analysis and Critical Control Points
- b. Hazard Analysis and Crucial Control Points
- c. Health Analysis and Critical Control Points
- d. Health Analysis and Crucial Control Points

2.) Food eating laws of Jews are called as

- a. Jain laws
- b. Kosher laws
- c. Vege laws
- d. St. Jews laws

3.) Match items in list-I with items in list-II

List-I (Leadership Style)

List-II (Characteristics)

- | | |
|------------------|---|
| 1. Autocratic | i. Makes decision after consultation with subordinates |
| 2. Participative | ii. Arrives at Joint Decisions |
| 3. Democratic | iii. Imposes own decision with/without explanation to subordinate |
| 4. Laissez Faire | iv. Decision taken by delegation |

Codes:

- a. 1(iii), 2(i), 3(iv), 4(ii)
- b. 1(iii), 2(i), 3(ii), 4(iv)
- c. 1(iii), 2(ii), 3(iv), 4(i)
- d. 1(iii), 2(iv), 3(ii), 4(i)

4.) Those items on a menu that are low in contribution margin and high in popularity are known as:

- a. Stars
- b. Plough Horse
- c. Puzzles
- d. Dogs

- 5) EBCDIC stands for
- Extended Binary Coded Decimal Interchange Code
 - Extended Bit Code Decimal Interchange Code
 - Extended Bit Case Decimal Interchange Code
 - Extended Binary Case Decimal Interchange Code
- 6) These are twisted cordlike strands of the egg white. They anchor the yolk in the centre of egg knows as
- Yolk
 - Vitelline
 - Chalazae
 - Germicidal disc
- 7.) Which of the following are long grain rice:
- | | |
|-----------------|-----------------|
| 1. Basmati Rice | 2. Jasmine Rice |
| 3. Pudding Rice | 4. Patna Rice |
- Codes:
- 1, 2 & 3
 - 1, 2 & 4
 - 2, 3 & 4
 - 1, 3 & 4
- 8.) Why is it unethical to share copyrighted files with your friends?
- It is not unethical, because it is legal.
 - It is unethical because the files are being given for free.
 - Sharing copyrighted files without permission breaks copyright laws.
 - It is not unethical because the files are being given for free.
- 9.) Which amongst the listed equipments are used in boiling?
- | | |
|--------------|-------------------|
| 1. Brat Pans | 2. Tagine |
| 3. Chinos | 4. Boiling Kettle |
- Codes:
- 1, 3 & 4
 - 1, 2 & 4
 - 1, 2 & 3
 - 2, 3 & 4
- 10.) The scrambling of code is known as:
- Encryption.
 - a firewall.
 - Scrambling.
 - Password proofing.

- 11.) **This cream contains not less than 55 percent fat and is usually served along with afternoon cookies.**
- a. Single Cream
 - b. Double Cream
 - c. Whipping Cream
 - d. Clotted Cream
- 12.) **This ingredient provides stability to gluten, controls the rate of fermentation, retains moisture and is effectively used in baking and bread making.**
- a. Salt
 - b. Yeast
 - c. Flour
 - d. Improvers
- 13.) **ASCII stands for**
- a. American Stable Code for International Interchange
 - b. American Standard Case for Institutional Interchange
 - c. American Standard Code for Information Interchange
 - d. American Standard Code for Interchange Information
- 14.) **Which of the following is not a use of choux paste in bakery?**
- a. Chocolate Eclairs
 - b. Flans
 - c. Paris Brest
 - d. Swans
- 15.) **Assets which have no real value but are shown in books of account for technical reasons are called**
- a Fixed asset
 - b Current asset
 - c Fictitious asset
 - d None of these.
- 16.) **Chefs responsible for all cold food presentations, which might include hour d'oeuvres, salads sandwiches, pates etc.**
- a. Boulangers
 - b. Entremetier
 - c. Chef Tournants
 - d. Chef Gardemangers

17.) Match items from List-I with items in List-II.

List-I (Books)

1. Food Production Operations
2. Feasts and Fasts The History of Food in India
3. A Taste of India
4. Indian Food: A Historical Companion

List-II (Authors)

- i. Colleen Taylor Sen
- ii Madhur Jaffrey
- iii. Parvinder S. Bali
- iv Achaya K.T.

Codes:

- | | 1 | 2 | 3 | 4 |
|----|-----|----|----|----|
| a. | iii | iv | ii | i |
| b. | iii | iv | i | ii |
| c. | iii | i | ii | iv |
| d. | iii | ii | i | iv |

18.) A technique used in Indian cooking to impart smoky flavour to the dish using oil/ghee poured over smouldering charcoals at times using cloves placed in a bowl in handi is known as

- a. Dhungar
- b. Baghar
- c. Dum
- d. Bhapa

19.) Which of the following are not current asset

- a) Salary paid in advance
- b) Inventory
- c) Preliminary expense
- d) Temporary investment

20.) Match items in List-I with items in List-II

List-I (Dish)

1. Mutton Rogan Josh
2. Loochi
3. Paal Paayasam
4. Laal Maas

List-II (Regional Cuisine)

- i. West Bengal
- ii. Kerala
- iii. Rajasthan
- iv Kashmir

Codes:

- | | 1 | 2 | 3 | 4 |
|----|-----|----|-----|-----|
| a. | iv | i | ii | iii |
| b. | iii | i | ii | iv |
| c. | iv | ii | i | iii |
| d. | iv | i | iii | ii |

- 21.) Which book is known as total of debit and credit**
- a) Balance sheet
 - b) Trial balance
 - c) Journal
 - d) Ledger
- 22.) Cyclic Menu is usually followed in**
- a. Hostel
 - b. Hotel
 - c. Coffee Shop
 - d. Fast Food Outlet
- 23.). Which of the following F&B outlet usually operates round the clock for the guests**
- a. Theme Restaurant
 - b. Discotheque with Bar
 - c. Coffee Shop
 - d. Banquets
- 24.) Which amongst the following is not a napkin fold?**
- a. Cocks Comb
 - b. Lace
 - c. Candle
 - d. Rose
- 25.) Which is a valid statement?**
- a. 1 KB= 1024 Bytes
 - b. 1 MB= 1024 Bytes
 - c. 1KB= 1000 Bytes
 - d. 1 MB= 1000 Bytes
- 26.) The equipment used to handle large quantities of soup and other such servings to portion out into bowls at the table are commonly known as**
- a. Carafe
 - b. Coupe
 - c. Cocotte Dish
 - d. Tureens

- 27.) Which of the following is an example of stemware?
- Champagne Saucer
 - Highball
 - Brandy Balloon
 - Beer Goblet
- 28.) Which of these is accounting equation?
- Liability = Asset + Capital
 - Asset = Liability – Capital
 - Capital = Asset + Liability
 - Asset = Liability +Capital.
- 29.) A large open container partly filled with hot water, in which small container of dish are kept hot. Either gas or Electric Operated:
- Kiosk
 - Bain-marie
 - Brattle-Pan
 - Waffle
- 30.) Which of the following is not a hard cheese?
- Derby
 - Brie
 - Feta
 - Cheshire
- 31.) Debit aspect is known as -----and Credit aspect is known as -----.
- Receiving and giving
 - Liability and asset
 - Expense and Gains
 - Income and Expenses
- 32.) English Breakfast includes:
- Fruit Juice, Stewed Fruits
 - Breakfast Cereals, Eggs, Breads
 - Fish, Meat
 - Beverage
- Codes:
- 1, 2 & 3
 - 2, 3 & 4
 - 1, 2 & 4
 - 1, 2, 3, & 4

- 33.) A model of performance appraisal that articulates the links between leading inputs (human and physical) processes and lagging outcomes and focuses on the importance of managing these components to achieve the organisation's strategic goals**
- BARS (Behaviourally Anchored Rating Scales)
 - BSC (Balance Score Card)
 - BOS (Behavioural observation scales)
 - SAS (Self appraisal Sheets)
- 34.) Brunch is usually served between**
- 8:00 A.M. and 10:00 A.M.
 - 5:00 P.M. and 7:00 P.M.
 - 11:00 P.M. and 4:00 A.M.
 - 10:00 A.M. and 3:00 P.M.
- 35.) Thin light coloured, delicate flavour, astringent tannic characteristics. This tea is best enjoyed without milk also known as 'Champagne of Teas' and usually preferred during afternoon and evening tea time.**
- Darjeeling Tea
 - Assam Tea
 - Lapsang Souchong
 - Earl Grey
- 36.) The statement of hypothesis is framed in the form of one of the following**
- Assertive
 - Conclusive
 - Declarative
 - Interrogative
- 37.) Which amongst the following are varieties of White Grapes:**
- Chardonnay
 - Merlot
 - Chenin Blanc
 - Muscat
- Codes:**
- 1, 2, 3 & 4
 - 2, 3 & 4
 - 1, 2 & 4
 - 1, 3 & 4

38.) “www.trivago.in” is an example of

- a. Aggregator
- b. Intermediary
- c. Info mediary
- d. Direct Marketing Company

39.) Which of the following constituents of grapes has Yeasts?

- a. Stalk
- b. Pulp
- c. Skin
- d. Pips

40.) Following are the duties of Executive Housekeeper

- 1. Recommend and monitor the Housekeeping budget and plan for the year
- 2. Lead, train and motivate housekeeping staff
- 3. Approve expenses of housekeeping department
- 4. Ensure the safety and hygiene in hotel

Codes:

- a. 1, 2, 3 & 4 are correct
- b. 1, 2 & 3 are correct
- c. 1, 2 & 4 are correct
- d. 1 & 4 are correct

41) Following are fortified wines:

- 1. Sherry 2. Madeira
- 3. Marsala 4. Agraaffe

Codes:

- a. 1, 2 & 3
- b. 1, 2 & 4
- c. 2, 3 & 4
- d. 1, 2, 3 & 4

42.) Match items in List-I with items in List-II

- | List-I(Whisky) | List-II (Region) |
|----------------|------------------|
| 1. Scotch | i. USA |
| 2. Bourbon | ii.Scotland |
| 3. Rye | iii. Japan |
| 4. Nikka | iv Canada |

Codes:

1	2	3	4
a. ii	i	iv	iii
b. i	ii	iii	iv
c. iv	iii	ii	i
d. ii	iii	i	iv

- 43.) Assertion (A):** Standard Recipe is a written document on the method of preparing a dish with portion size, list of ingredients and their quantity.
Reason (R): Standard operating instruction for the department is to perform its task for food preparation.
- a. Both “A” and “R” are True and “R” is the correct explanation
 - b. Both “A” and “R” are true but “R” is not the correct explanation
 - c. “A” is true but “R” is False
 - d. “A” is false but “R” is True
- 44.) Cognac with three star labels indicates wood ageing of minimum for**
- a. 1 ½ Years
 - b. 3 years
 - c. 2 years
 - d. 3 ½ years
- 45.) Which of the following is not a comparative scale?**
- a. Constant Sum
 - b. Rank Order
 - c. Q-Sort
 - d. Likert
- 46.) The symbol of Hospitality is associated with**
- a. Apple
 - b. Pineapple
 - c. Orange
 - d. Grapes
- 47.) Match items in list-I with items in list-II**
- | | |
|----------------------------|---|
| List-I (Measurement Scale) | List-II (Basic Characteristics) |
| 1. Nominal | i Zero point is fixed |
| 2. Ordinal | ii. Zero point is arbitray |
| 3. Interval | iii. The relative positions of the object |
| 4. Ratio | iv Classification of the object |

Codes:

- a. 1(i), 2(ii), 3(iii), 4(iv)
- b. 1(ii), 2(iv), 3(i), 4(iii)
- c. 1(iv), 2(iii), 3(ii), 4(i)
- d. 1(iii), 2(i), 3(iv), 4(ii)

48.) A "Transient Hotel" is

- a. Ideal for families who need a temporary accommodation before moving into their permanent abode
- b. Having all studio rooms with fully equipped kitchens
- c. Where usually guests stay for a short duration
- d. Where usually guests stay for a longer period such as a week or above

49.) Feedback in communication can be used as

- a. Creating micro barrier
- b. Evaluating the effectiveness of communication
- c. Carrying out instructions
- d. Understand the medium

50.) "Yield Management" is a tool to

- a. Maximize the revenue
- b. Understand the performance
- c. Calculate revenue from F & B Service outlets
- d. Understand Guest Requirements

51.) Assertion (A): Oberoi Hotels and Resorts have their properties in various segments to capture emerging opportunities and fund flows

Reason (R): The Oberoi Udaivilas is a Luxury hotel adjacent Lake Pichola in Udaipur open to public offering Indian Hospitality to the world

Codes:

- a. Both "A" and "R" are true and "R" is the correct explanation of "A"
- b. Both "A" and "R" are true but "R" is not the correct explanation of "A"
- c. "A" is true but "R" is False
- d. "A" is false but "R" is True

52.) What is the correct temperature that frozen food should be kept at?

- a) 0 degrees
- b) 15 degrees or lower
- c) -18 degrees or lower
- d) None of these.

- 53.) are fully automated hotels which require minimum human contact. A guest books online and gets immediate confirmation. On arrival he punches his reservation number and details in machine which initiates dialogue with a virtual receptionist. This concept is future of hotels.
- Sanatoria
 - Rotels
 - Time-Share Hotels
 - Matels
- 54.) A Sceptical buyer is one
- who is keen to return the product
 - who makes impulsive purchase
 - Who carefully weighs the cost and benefit?
 - Has a negative image about product
- 55.) Which would be considered as "Mobile Lodging".
- | | |
|-----------------|-------------|
| 1. Rotels | 2. Caravans |
| 3. Cruise Lines | 4. Hospices |
- Codes:
- 1, 3 & 4
 - 1, 2 & 3
 - 2, 3 & 4
 - 1, 2, 3 & 4
- 56.) Strategic planning is best described by the statement from the following:
- Facts are difficult to gather and plans cover short period of time
 - Facts are easy to gather and plans are developed mainly by upper level managers
 - Facts are difficult to gather and plans cover long period of time
 - Facts are easy to gather and plans are developed mainly by lower managers
- 57.) Independent homes for lease usually found in Switzerland
- Chalets
 - Queen
 - Tourist Huts
 - B & B

58.) FSSAI stands for:

- a. Food Safety and Standards Authority of India
- b. Food Safety Satisfy All India
- c. Food Safely Storage Authority of India
- d. Food Storage Standards Authority of India

59.) Which of following is not a guest supply in the hotel room

- a. Service Directory
- b. DND Cards
- c. Loofah
- d. Breakfast Card

60.) Match items in List-I with items in List-II

List-I (Term)	List-II (Description)
1. Pomology	i. A composition of organic material to stifle weed growth
2. Olericulture	ii. Cultivation of shrubs, trees and vines for fruits
3. Mulching	iii. Cultivation of plants raised for use as vegetables
4. Misters	iv. Hand hold equipment that sprays mist on indoor plants.

Codes:

- | | | | |
|-----------------|-------|------|---|
| 1 | 2 | 3 | 4 |
| a. (ii), (iii), | (i), | (iv) | |
| b. (iii), (ii), | (iv), | (i) | |
| c. (ii), (iii), | (iv), | (i) | |
| d. (iii), (ii), | (i), | (iv) | |

61.) Select the appropriate sequence in which guest rooms in hotels should be serviced

- | | |
|-------------|---------------------|
| 1. PCMR | 2. DND |
| 3. Occupied | 4. Departure/Vacant |

Codes:

- a. 1, 4, 2, 3
- b. 3, 1, 2, 4
- c. 4, 1, 2, 3
- d. 1, 4, 3, 2

62.) Extreme division of labour tends to result in

- a. Decrease in work skill
- b. Non Specialized work
- c. Boring Jobs
- d. Human Motivation

63.) Match items in list-I with items in list-II

List-I (Key Person)	List-II (Hotel Chains)
1. Dr. Jyotsna Suri	i Apeejay Surendra Park Hotels
2. Ms. Priya Paul	ii. The Leela Hotels
3. Late Capt. C.P. Krishnan Nair	iii. Indian Hotel Company Ltd.
4. Late Jamsetji Tata	iv The Lalit Hotels

Codes:

	1	2	3	4
a.	(i),	(iv),	(ii),	(iii)
b.	(iv),	(i),	(ii),	(iii)
c.	(i),	(iv),	(iii),	(ii)
d.	(iv),	(i),	(iii),	(ii)

64.) Term used to represent status of a room with a guest having no or light luggage and who can be a potential skipper.

- a. Scanty Baggage
- b. Skipper
- c. DND
- d. OOO

65)is a light and small vacuum cleaner used for cleaning of upholstery and mattresses

- a. Tank type vacuum cleaner
- b. Upright vacuum cleaner
- c. Dustette
- d. Box Sweeper

66.) Match items in List-I with items in List-II

List-I (Term)	List-II (Description)
1. Warp	i. Crosswise arrangement of fibres on a loom
2. Weft	ii.Lengthwise arrangements of fibres on a loom
3. Harness	iii. Framework on which textile are woven
4. Loom	iv Series of frames on loom on which wraps are mounted

Codes:

	1	2	3	4
a.	(ii),	(i),	(iii),	(iv)
b.	(ii),	(i),	(iv),	(iii)
c.	(i),	(ii),	(iv),	(iii)
d.	(i),	(ii),	(iii),	(iv)

- 67.) A manager's posture during a communication with a colleague is an example of which aspect of the communication process
- De-coding
 - Informal Channel
 - The Grapevine
 - Non-verbal Behaviour
- 68.) Which of the following research method helps in finding the appropriate variable for building the theoretical framework?
- Pilot Study
 - Review Literature
 - In-depth Interview
 - Structured Interview
- 69.) **Assertion (A):** EPABX- Electronic Private Automatic Branch Exchange acts as virtual telephone operators and responds to all the needs of guests.
Reason (R): EPABX is based on satellite connections
- Both "A" and "R" are True and "R" is the correct explanation
 - Both "A" and "R" are true but "R" is not the correct explanation
 - "A" is true but "R" is False
 - "A" is false but "R" is True
70. Revenue Per Available Room (Rev PAR) is used to evaluate the yield. It is calculated by using following formula
- $\text{Rev PAR} = \frac{\text{Actual Room Revenue}}{\text{No. of Rooms Available}}$
 - $\text{Rev PAR} = \frac{\text{Actual occupancy Percentage}}{\text{Average Room Rate}}$
 - $\text{Rev PAR} = \frac{\text{Average Room Rate}}{\text{No. of Room Sold}}$
 - $\text{Rev PAR} = \frac{\text{Actual Room Revenue}}{\text{Potential Room Revenue}}$
71. Which amongst the listed ones is the oldest hospitality chain in India
- The Oberoi Group of Hotels
 - Taj Hotels, Places and Resorts
 - The Ashok Group of Hotels
 - ITC Welcom Group of Hotels
72. Which state has maximum no. of Heritage Hotels in India
- Rajasthan
 - Uttar Pradesh

- c. Maharashtra
- d. Karnataka

73. Maintenance consists of the following actions:

- 1. Replacement of components
- 2. Repair of Components
- 3. Service of Components
- 4. Procurement of Components

Codes:

- a. 1, 2 & 3
- b. 1, 2 & 4
- c. 2, 3 & 4
- d. 1, 2, 3 & 4

74. The production concept is marketing emphasis on

- a. High quality goods
- b. Large volume of goods
- c. The product with best possible features
- d. Products and service emphasising on environment

75. Which of the following is not a classification of maintenance?

- a. Corrective Maintenance
- b. Timely Maintenance
- c. Scheduled Maintenance
- d. Preventive Maintenance

PART – II

Subjective / conventional : Marks: 150

This paper consists of : A - 10 question of 5 marks each.....50 Marks

B - 5 question of 10 marks each.....50 Marks

C - 2 question of 25 marks each.....50 Marks

A. Attempt only 10 questions, each question carries 5 marks.

- 1) Elaborate on various cooking methods
- 2) Explain in detail about various types of 'Table Service' in Food and Beverage Services.
- 3) Comment on 'Eco Friendly Practices in Hotel Sector in India'
- 4) What are the Food Safety Standards followed in India?
- 5) Write in brief about any Ten Indian Breads
- 6) As an Officer dealing with hospitality services, what attributes you would look in for service personnel for the role of F&B Assistant.
- 7) What is the importance of Par Stock? Calculate Room Linen Par Stock for a 100 room hotel having all double rooms with off premises laundry.
- 8) Discuss about GST and its implications in Restaurant Sector in India.
- 9) Write in brief about 'Food Borne Diseases'.
- 10) Write about various fuels used in catering industry.
- 11) What are the various types of lightings used in hotels?
- 12) Elaborate on 'Water Supply Systems in Hotels'
- 13) Write a note on 'Working Capital Management'
- 14) Elaborate on the guidelines pertaining to hotel facilities for differently able guests by Ministry of Tourism, Govt of India.

B. Attempt only 5 questions, each question carries 10 marks.

- 10 1) Gravies constitute quintessential part of Indian Food” – Elaborate
- 11 2) What do you understand by ‘Menu’? What are the various types of Menu?
Discuss the factors to be considered while planning a Menu.
- 18 3) Elaborate on ‘Heritage Hotels in India’
- 19 4) Discuss ‘Paradigms shifts in Hotel Housekeeping.’
- 20 5) “Automation is a blessing for ameliorating hotel operations” Discuss.
- 21 6) Write in detail about Internal Audit and Statutory Audit in Hotels.
- 22 7) How do we deal with fire in Hotels? What are the various classifications and fire fighting systems?
- 25 8) What lessons do we learn as Hospitality Professionals from 26/11 – 2008 Terrorist Attacks in Hotels in Mumbai? What are the safety and security measures to be taken so as to avoid these incidents in near future by Hotels?

C. Attempt only 2 questions, each question carries 25 marks.

- 24 1) What is the Philosophy of Indian Food? What have been the regional and religious influences on Indian Cuisine? Elaborate on various regional cuisines of India with suitable examples and also write recipes of 2-3 regional dishes for four PAX from any two Indian States.
- 25 2) Write an essay on “Growth and Development of Hospitality Education in India”

26 3) Plan a menu for Lunch & Dinner in honour of VVIP State Guests (Group of 12 PAX, including Host and Hostess) formal setup offering choices from Indian Cuisine Vegetarian and Non Vegetarian food without Alcohol. Also draw the set up for seating arrangement, justify the service arrangements equipments and tools including choices offered in the menu, Food Service Staff requirements and attributes of staff. Given that, the guests are gong to have dinner on Day-1 and Lunch on Day -II.

27 4) What is the need of classifying Hotels? Elaborate on the basis of classification of Hotels with special emphasis on classification criterion and guidelines by Ministry of Tourism, Govt. of India.

52