

## FINAL ANSWER KEY

Question 152/2023/OL

Paper Code:

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Code:

Exam: Junior Supervisor (Canteen)

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Department Kerala Minerals and Metals Ltd TP Unit

Question1:-Aboyeur is a French name for

A:-Cook

B:-Waiter

C:-Barker

D:-Kitchen steward

Correct Answer:- Option-C

Question2:-Mornay sauce is the derivative of

A:-Bechamel

B:-Espagnole

C:-Hollandaise

D:-Mayonnaise

Correct Answer:- Option-A

Question3:-Saignant term in cooking of steaks refers to

A:-Under done

B:-Well done

C:-Medium done

D:-Very well done

Correct Answer:- Option-A

Question4:-It is a concise description of quality, size, weight, brand of a commodity required for making a particular item

A:-Indent

B:-Purchase specification

C:-Sale specification

D:-Inventory

Correct Answer:- Option-B

Question5:-Any dish sprinkled with breadcrumbs and grated cheese and baked to golden colour

A:-Au gratin

B:-Grills

C:-Flans

D:-Casseroles

Correct Answer:- Option-A

Question6:-It is the process of frequently applying oil or seasoned liquid during cooking to enhance the flavor and to prevent the food from drying out

A:-Roasting

B:-Poeling

C:-Basting

D:-Braising

Correct Answer:- Option-C

Question7:-What is usually combined with "Sarson ka saag" in traditional north Indian households during winters

A:-Makki ki roti

B:-Maida ki roti

C:-Kulcha

D:-Naan

Correct Answer:- Option-A

Question8:-A section of fish cut across the bone of a large whole round fish

A:-Darne

B:-Filletts

C:-Mignon

D:-Troncon

Correct Answer:- Option-A

Question9:-Removing the surface layer in circular motion by pressure of a knife edge all round the object

A:-Grating

B:-Peeling

C:-Paring

D:-Slicing

Correct Answer:- Option-C

Question10:-These are shellfish puree soups

A:-Chowder

B:-Veloute

C:-Consomme

D:-Bisque

Correct Answer:- Option-D

Question11:-Stilton is a type of

A:-Salad

B:-Steak

C:-Cheese

D:-Pastry

Correct Answer:- Option-C

Question12:-An open sandwich having fancy shape originated in denmark

A:-Pinwheel

B:-Ribbon

C:-Smorrebrod

D:-Club

Correct Answer:- Option-C

Question13:-In bread making what is used as the raising agent

A:-Whisking

B:-Yeast

C:-Baking powder

D:-Folding method

Correct Answer:- Option-B

Question14:-Beurre fondue means

A:-Melted butter

B:-Black butter

C:-Garlic butter

D:-Parsley butter

Correct Answer:- Option-A

Question15:-The rind of orange or lemon grated and used

A:-Souffle

B:-Zest

C:-Terrine

D:-Matignon

Correct Answer:- Option-B

Question16:-Person having extensive knowledge of wine and food pairing and is responsible for the service of wines

A:-Sommelier

B:-Trancheur

C:-Chef d' etage

D:-Chef de rang

Correct Answer:- Option-A

Question17:-Dummy waiter refers to

A:-Banquet chair

B:-Reception desk

C:-Booster seat

D:-Side board

Correct Answer:- Option-D

Question18:-It is the passage way between chairs or tables for the people to move freely

A:-Gangway

B:-Leg space

C:-Pathway

D:-Super way

Correct Answer:- Option-A

Question19:-An equipment used in buffet to display hot dishes

A:-Kiosk

B:-Chauffing dish

C:-Gueridon

D:-Plate Warmer

Correct Answer:- Option-B

Question20:-Dishes are displayed on a revolving shelf for customers to help themselves in

A:-Russian service

B:-American service

C:-Carousel service

D:-English service

Correct Answer:- Option-C

Question21:-All types of pasta preparations are offered in this menu

A:-Oeufs

B:-Farineux

C:-Potage

D:-Releve

Correct Answer:- Option-B

Question22:-This means speciality of the day

A:-Carte du jour

B:-Plat du jour

C:-Table d hote

D:-A la carte

Correct Answer:- Option-B

Question23:-After main course removing food particles that may have fallen on the table during course of dining

A:-Mise en place

B:-Mise en scene

C:-Crumbing

D:-Re laying

Correct Answer:- Option-C

Question24:-Café complete is the term used in service of

A:-Indian breakfast

B:-English breakfast

C:-American breakfast

D:-Continental breakfast

Correct Answer:- Option-D

Question25:-Choose the odd one out

A:-HI tea

B:-Elevenes

C:-Tisane

D:-Brunch

Correct Answer:- Option-C

Question26:-Which one of the following terms is used while continuing the order in second KOT

A:-Suivant

B:-Retour

C:-En place

D:-No charge

Correct Answer:- Option-A

Question27:-Varietal wine is named after

A:-Vineyard

B:-Style

C:-Shipper

D:-Grape

Correct Answer:- Option-D

Question28:-Chaptalization is the addition of

A:-Yeast

B:-Sugar

C:-Sulphur dioxide

D:-Tannin

Correct Answer:- Option-B

Question29:-Cognac is a

A:-Brandy

B:-Whisky

C:-Tequila

D:-Rum

Correct Answer:- Option-A

Question30:-G in is flavoured with

A:-Gooseberry

B:-Strawberry

C:-Cranberry

D:-Juniper berry

Correct Answer:- Option-D

Question31:-Which of the following reports are generated by the night auditor?

A:-High balance report

B:-Occupancy percentage report

C:-Both

D:-None

Correct Answer:- Option-C

Question32:-One of the qualities is required for front office staff

A:-Sleeping at front-desk counter

B:-Talking with co-workers

C:-Chewing bubble gum while attending the guest

D:-Diplomacy

Correct Answer:- Option-D

Question33:-Grooming standards for Male staff includes

A:-Long beard

B:-Neat Shave

C:-Un-Washed Hairs

D:-None of the above

Correct Answer:- Option-B

Question34:-A room having separate living and bed room is known as

A:-Suite

B:-Twin room

C:-Holly wood twin room

D:-Double room

Correct Answer:- Option-A

Question35:-American plan is also known as

A:-Demi-pension

B:-Bread and break-fast

C:-Full-board

D:-All of the above

Correct Answer:- Option-C

Question36:-Reservation is important for

A:-Hotels

B:-Guests

C:-Both

D:-None of the two

Correct Answer:- Option-C

Question37:-Hotels can be classified on the basis of

A:-Location

B:-Size

C:-Level of service

D:-All of the above

Correct Answer:- Option-D

Question38:-Which is not an example of alternative accommodation

A:-Dharamshala

B:-Dak bungalow

C:-Circuit house

D:-Commercial house

Correct Answer:- Option-D

Question39:-In which of the following conditions can a hotel refuse accommodation to walk-in guests even though enough number of vacant rooms is available?

A:-Guests are disorderly dressed

B:-Guest are in drunken state

C:-Guests are suffering from contagious disease

D:-All of the above

Correct Answer:- Option-D

Question40:-The cashier prepares the guest bill by extracting information from

A:-City ledger

B:-City Folio

C:-Guest folio

D:-Employee folio

Correct Answer:- Option-C

Question41:-Rev-par stands for

A:-Revenue percentage

B:-Renewal per guest

C:-Revenue per available room

D:-Revenue performance

Correct Answer:- Option-C

Question42:-For good forecasting one requires

A:-Future events in town

B:-Analysis of data

C:-Thorough product knowledge

D:-All of the above

Correct Answer:- Option-D

Question43:-No-Show means

A:-A guest who made a reservation and register

B:-A guest who enters the Lobby

C:-A guest who made a reservation but did not register

D:-None of the above

Correct Answer:- Option-C

Question44:-Filling \_\_\_\_\_ is mandatory in case of the registration of a foreigner guest

A:-Form D

B:-Form A

C:-Form C

D:-Form F

Correct Answer:- Option-C

Question45:-The facility of awakening guests is known as

A:-Warning call

B:-Walking call

C:-Wake-up call

D:-Worship call



Correct Answer:- Option-C

Question46:-Which room is used for repair work carried out on Linen, Uniforms, and soft furnishings?

A:-Linen room

B:-Sewing room

C:-Maids room

D:-All of the above

Correct Answer:- Option-B

Question47:-What is the full form of DND?

A:-Did not do it

B:-Did not done

C:-Do not disturb

D:-Did not disturb

Correct Answer:- Option-C

Question48:-A hotel with minimal service is called

A:-Motel

B:-Budget hotel

C:-Time Share

D:-Boatel

Correct Answer:- Option-B

Question49:-A small light vacuum cleaner used for cleaning upholstery and mattresses is called a

A:-Rotary floor machines

B:-Wet extractor

C:-Dustette

D:-Cleaning cloths

Correct Answer:- Option-C

Question50:-The cleaning of tables and chairs in a restaurant is the responsibility of

A:-Front office staff

B:-F and B staff

C:-House-keeping staff

D:-Kitchen staff

Correct Answer:- Option-B

Question51:-Acetic acid is used to

A:-Removing tarnish and stains from metals

B:-Removing stubborn scales and deposits from sanitary ware

C:-Removing iodine stains

D:-None of the above

Correct Answer:- Option-A

Question52:-The source of Nylon is from

A:-Jute

B:-Cotton

C:-Wool

D:-Petro chemicals

Correct Answer:- Option-D

Question53:-SOP stands for

A:-Standard operating procedure

B:-Standard operation procedure

C:-Standard operated product

D:-All of the above

Correct Answer:- Option-A

Question54:-Identify one odd cleaning equipment

A:-Vacuum cleaner

B:-Carpet shampoo cleaner

C:-Dry mops

D:-Electric heater

Correct Answer:- Option-D

Question55:-Which is a statement of the expenses covering long term assets like Linen, furniture and equipment that will be used for more than one year?

A:-Capital budget

B:-Operating budget

C:-Sales budget

D:-All of the above

Correct Answer:- Option-A

Question56:-Turn-Down service is also known as

A:-Night service

B:-Morning service

C:-Evening service

D:-Afternoon service

Correct Answer:- Option-C

Question57:-Class \_\_\_\_\_ fire is caused by electrical equipments such as motors, computers, air-conditioning and other energized electrical equipments

A:-Class A fire

B:-Class B fire

C:-Class C fire

D:-Class D fire

Correct Answer:- Option-C

Question58:-Which section is responsible for the floral decorations in a hotel property

A:-Control desk section

B:-Linen section

C:-Laundry section

D:-Horticulture section

Correct Answer:- Option-D

Question59:-The \_\_\_\_\_ key opens the double locked doors of the hotel also

A:-Floor master keys

B:-Emergency keys

C:-Sub master keys

D:-Individual key

Correct Answer:- Option-B

Question60:-Which one of the following floral arrangements in the form of a circular garland Woven by flowers and foliage

A:-Floral wreath

B:-Centre piece on Table

C:-Floral basket

D:-Floral Bouquet

Correct Answer:- Option-A

Question61:-Meats, eggs, pulses, legumes and beans are good sources of which nutrient

A:-Carbohydrates

B:-Proteins

C:-Lipids

D:-Water

Correct Answer:- Option-B

Question62:-Mainly found in animal foods, which of these nutrients is lacking in plant foods

A:-Vitamin C

B:-Vitamin E

C:-Vitamin B12

D:-Vitamin A

Correct Answer:- Option-C

Question63:-In nutrition the unit of energy is

A:-Joule

B:-Watt

C:-Ohm

D:-Volt

Correct Answer:- Option-A

Question64:-Deficiency of Vitamin C is associated with which disease?

A:-Goitre

B:-Scurvy

C:-Rickets

D:-Night blindness

Correct Answer:- Option-B

Question65:-Microbes that grow well between 20 degrees to 45 degrees Celsius are known as

A:-Psychrotrophs

B:-Thermophiles

C:-Mesophiles

D:-None of the above

Correct Answer:- Option-C

Question66:-Comprehensive annual maintenance contract includes

A:-Only labour cost

B:-Cost of spares

C:-Labour cost and the cost of spares

D:-Neither labour cost nor the cost of spares

Correct Answer:- Option-C

Question67:-Petroleum product fires are classified as

A:-Class A

B:-Class B

C:-Class C

D:-Class D

Correct Answer:- Option-B

Question68:-The freezing temperature of water in Fahrenheit is

A:-32 degrees

B:-0 degrees

C:-212 degrees

D:-90 degrees

Correct Answer:- Option-A

Question69:-The capacity of an air conditioner is expressed in terms of

A:-Kilograms

B:-Ton

C:-Gallon

D:-Pound

Correct Answer:- Option-B

Question70:-Which of these is a renewable source of energy

A:-Natural gas

B:-Coal

C:-Nuclear energy

D:-Solar energy

Correct Answer:- Option-D

Question71:-Which of these is not a component of CPU?

A:-Memory unit

B:-Control unit

C:-Arithmetic logic unit

D:-Output unit

Correct Answer:- Option-D

Question72:-Which of these is not an example of an input device

A:-Laser printer

B:-Scanner

C:-Bar code reader

D:-Joy stick

Correct Answer:- Option-A

Question73:-RAM stands for

A:-Read only memory

B:-Random access memory

C:-Read able memory

D:-Random available memory

Correct Answer:- Option-B

Question74:-Which of these keys are found on the top of a computer keyboard?

A:-Alphabet keys

B:-Number keys

C:-Function keys

D:-None of the above

Correct Answer:- Option-C

Question75:-What is the main folder on a storage device called?

A:-Device driver

B:-Root directory

C:-Interface

D:-Platform

Correct Answer:- Option-B

Question76:-Credit purchase of fixed assets are recorded in

A:-Journal proper

B:-Cash book

C:-Purchase book

D:-Sales book

Correct Answer:- Option-A

Question77:-Trial balance is prepared to find

A:-Profit or loss

B:-Financial position

C:-Arithmetical accuracy of accounts

D:-None of the above

Correct Answer:- Option-C

Question78:-If assets are Rs.7 crores and liabilities are Rs.2 crores, then owner's equity is

A:-7 crores

B:-5 crores

C:-9 crores

D:-2 crores

Correct Answer:- Option-B

Question79:-Transferring of entries from a journal to their respective ledger accounts is called

A:-Entry

B:-Arithmetic

C:-Balancing

D:-Posting

Correct Answer:- Option-D

Question80:-The person who owes money to the business is known as

A:-Creditor

B:-Debtor

C:-Lender

D:-None of the above

Correct Answer:- Option-B

Question81:-The standard rule for answering the telephone is

A:-Answer the call within 3-4 rings

B:-Answer the call within 5-6 rings

C:-Answer the call within 7-9 rings

D:-Answer the call within 10-12 rings

Correct Answer:- Option-A

Question82:-The principle to make listening effective is

A:-Talk and listen to the speaker

B:-Gather lots of ideas before the speaker talks

C:-Avoid any external distraction

D:-Do interrupt the speaker as an when required

Correct Answer:- Option-C

Question83:-To make the speech effective one needs to

A:-Use only one tone

B:-Vary tempo as and when required

C:-Emphasise each and every word

D:-Not separate the phases by pauses

Correct Answer:- Option-B

Question84:-No two individuals have the same or similar experience, emotional make up, knowledge or way of thinking. Because of these different individuals respond to a sign with different understanding. These conditioning perceptions are called

A:-Noise

B:-Semantic problem

C:-Jargon

D:-Filtering

Correct Answer:- Option-D

Question85:-Which of the following is the best way to overcome communication barrier?

A:-Do not convey emotional contents of the message

B:-Make the communication two-way

C:-Avoid using body language

D:-Create perception barriers

Correct Answer:- Option-B

Question86:-Under the foreigners Act, 1946 and registration of foreigners Act 1939, hotels are required to furnish details of all foreign nationals to the

A:-Foreigners regional registration office

B:-Foreigners registration office

C:-Foreigners regional reception office

D:-Foreigners reception office

Correct Answer:- Option-A

Question87:-The object of the industrial dispute Act, 1947 is

A:-To set up trade unions

B:-To set up minimum wages of the industrial workers

C:-To improve the service conditions of the industrial workers

D:-To increase production of goods at the industry

Correct Answer:- Option-C

Question88:-The enforcement of health and safety is in the hands of inspectors controlled by health and safety executives these inspectors have power to issue \_\_\_\_\_ that can put an immediate stop to an activity that poses risk of serious personal injury

A:-Improvement notice

B:-Prohibition notice

C:-Final notice

D:-Close-down notice

Correct Answer:- Option-B

Question89:-The definition of trade union in trade union Act 1926, includes a combination formed for the combination of regulating the relations between

(i) Workmen and employer

(ii) Workmen and workmen

(iii) Employers and employers

Choose the right answer :

A:-Option (i) only

B:-Option (ii) and (iii)

C:-Option (i) and (ii)

D:-Option (i), (ii) and (iii)

Correct Answer:- Option-D

Question90:-ESI scheme stands for

A:-Employment service insurance scheme

B:-Employers' state insurance scheme

C:-Employers' service insurance scheme



D:-Employers' state insurance scheme

Correct Answer:-**Question Cancelled**

Question91:-Which statement is correct about marketing concept?

A:-Marketing is based on make and sell philosophy

B:-Marketing is customer centric philosophy

C:-Marketing concept is inside out perspective

D:-Marketing concept starts with the factory and focuses on company's existing product

Correct Answer:- Option-B

Question92:-The process of dividing a market into distinct groups or buyers who have different needs, characteristics, or behaviours and who might require separate products or marketing program is called

A:-Market segmentation

B:-Market targeting

C:-Market differentiation

D:-Market positioning

Correct Answer:- Option-A

Question93:-Correct sequence of the steps of effective marketing research are

A:-Developing the research plan, defining the problem and research objective, collecting the information, analysing the information and presenting the findings

B:-Developing the research plan, collecting the information, analysing the information, presenting the findings and defining the problem and research objective

C:-Defining the problem and research objective, developing the research plan, collecting the information, analysing the information and presenting the findings

D:-Presenting the findings, defining the problem and research objective, collecting the information, analysing the information and developing the research plan

Correct Answer:- Option-C

Question94:-Media planning is the process of directing the advertising message to the target audience at the appropriate time and place, using the appropriate channel. In the service/hospitality industry, media planners must consider following questions

A:-What audience/guest should not be approached?

B:-When should we not reach the audience/guest?

C:-How many people/guests should be reached?

D:-Where should we not reach the audience/guest?

Correct Answer:- Option-C

Question95:-People satisfy their needs and wants with products. A product is anything that can be offered to satisfy a need or want. In hospitality industry, a

product that can satisfy the need includes

- (i) Dining at a restaurant
- (ii) A four-day caribbean vacation
- (iii) Room at the hotel
- (iv) Dolphin safari

Choose the correct option :

A:-Only (i)

B:-Only (i) and (iii)

C:-Only (i), (ii), (iii)

D:-All the options (i), (ii), (iii) and (iv)

Correct Answer:- Option-D

Question96:-Forecasting the number, type and timing of the future staff; management development and succession planning for top management; and human resource information system are roles that are performed under which function of the human resource management?

A:-Payroll and compensation

B:-Human resource planning

C:-Employee selection

D:-Training and Development

Correct Answer:- Option-B

Question97:-\_\_\_\_\_ consist of the series of obstacles: initial application, blank screening, personal interviews, reference check, physical examination and some form of psychological testing. An applicant must hurdle each of these to qualify for a particular position

A:-Performance appraisal

B:-Employee recruitment

C:-Employee selection

D:-Employee development

Correct Answer:- Option-C

Question98:-Which of the following is correct techniques of the job evaluation?

A:-Job ranking, job classification, point system and factor compensation

B:-Job positioning, job clarity, job analysis and job specification

C:-Job specification, job analysis, job ranking and job classification

D:-Point system, factor compensation, job positioning and job clarity

Correct Answer:- Option-A

Question99:-It is a new technique to prevent accidents. It is the science that deals with many-sided problems of how to fit a job to man's anatomical, physiological, and psychological characteristics to enhance human efficiency and well being. Identify this technique

A:-Elementary technique

B:-Safety audits

C:-Ergonomics

D:-Human economics

Correct Answer:- Option-C

Question100:-Which of the following is not a condition to create good industrial relations

A:-Economic satisfaction of workers

B:-Responsible labour union

C:-Education of workers

D:-No importance to off the job conditions

Correct Answer:- Option-D