

Subharti University, Meerut

B.Voc in Hotel Management

Subject: Introduction to Hotel Management

Sample Model Question Paper – MCQs

Time: 1 Hour **Marks:** 50

1. Hotel word is derived from which language? a) English b) French c) German d) Latin
2. A hotel mainly provides: a) Education b) Transportation c) Accommodation d) Banking
3. Which department is known as the heart of the hotel? a) Front Office b) Housekeeping c) Kitchen d) Sales
4. Check-in and check-out are handled by: a) Housekeeping b) Front Office c) Security d) Store
5. Housekeeping is responsible for: a) Billing b) Room cleaning c) Cooking d) Sales
6. Government owned hotel is called: a) Private b) Public c) Resort d) Motel
7. Hotel near highways is called: a) Resort b) Motel c) Heritage d) Boutique
8. First impression of hotel is created by: a) Kitchen b) Front Office c) Store d) Laundry
9. Food preparation department is: a) Front Office b) Housekeeping c) Food Production d) HR
10. Head of kitchen is: a) Manager b) Chef c) Steward d) Bell boy
11. Luxury services are provided by: a) Budget hotel b) Economy hotel c) Luxury hotel d) Transit hotel
12. Hospitality means: a) Punishment b) Guest friendliness c) Accounting d) Cooking
13. Linen and laundry are handled by: a) Front Office b) Housekeeping c) Security d) Purchase
14. Guest complaints are mainly handled by: a) Store b) Front Office c) Engineering d) Purchase
15. Room only plan is called: a) CP b) AP c) EP d) MAP
16. EP stands for: a) European Plan b) Economy Plan c) Extra Plan d) Executive Plan
17. Hotel near airport is called: a) Resort b) Transit hotel c) Motel d) Hostel
18. Hotel expenses are controlled by: a) Accounts b) Housekeeping c) Front Office d) Kitchen
19. Uniforms are maintained by: a) Security b) Laundry c) Front Office d) Accounts
20. Conference facilities hotel is: a) Resort b) Business hotel c) Motel d) Capsule hotel
21. Head of housekeeping is: a) GM b) Executive Housekeeper c) Supervisor d) Attendant
22. Reservation is function of: a) Front Office b) Housekeeping c) Accounts d) Store
23. Main objective of hotel is: a) Charity b) Profit with service c) Education d) Entertainment
24. Long stay guest is called: a) Transit b) Regular c) Walk-in d) VIP
25. Room service belongs to: a) Front Office b) Food & Beverage c) Housekeeping d) Accounts
26. Head of hotel is: a) Supervisor b) Manager c) General Manager d) Chef
27. Hotel classification is based on: a) Size b) Location c) Facilities d) Owner
28. Star rating shows: a) Price b) Quality c) Location d) Staff
29. Historical hotel is: a) Resort b) Heritage c) Motel d) Budget
30. Guest safety is duty of: a) Security b) Housekeeping c) Front Office d) Store

31. Bell boy works under: a) Housekeeping b) Front Office c) Accounts d) Kitchen
32. Tourist oriented hotel is: a) Business b) Resort c) Transit d) Budget
33. Free service is called: a) Paid b) Complimentary c) Chargeable d) Extra
34. Purchase department deals with: a) Guest handling b) Buying goods c) Cleaning d) Cooking
35. Cheapest hotel type is: a) Luxury b) Budget c) Resort d) Heritage
36. Guest satisfaction is responsibility of: a) Manager b) Front office c) All departments d) Security
37. Room cleaners are called: a) Stewards b) Room attendants c) Bell boys d) Clerks
38. Staff recruitment is done by: a) HR b) Accounts c) Front Office d) Store
39. Walk-in guest means: a) Online booking b) Group booking c) No reservation d) VIP
40. MAP includes: a) Room only b) Breakfast c) Breakfast + one meal d) All meals
41. MAP full form is: a) Modified American Plan b) Modern Plan c) Meal Added Plan d) Maximum Plan
42. Small luxury hotel is: a) Motel b) Boutique c) Hostel d) Transit
43. Equipment maintenance is done by: a) Engineering b) Housekeeping c) Accounts d) Front Office
44. Store is handled by: a) Chef b) Storekeeper c) Manager d) Steward
45. Guest are also called: a) Customers b) Visitors c) Clients d) All
46. 24-hour service department is: a) Laundry b) Front Office c) Accounts d) Purchase
47. Food serving staff is called: a) Chef b) Steward c) Bell boy d) Manager
48. Main aim of hospitality is: a) Manufacturing b) Guest satisfaction c) Farming d) Mining
49. Only lodging place is called: a) Restaurant b) Hostel c) Lodge d) Resort
50. Hotel industry comes under: a) Manufacturing b) Service c) Agriculture d) Mining