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No. Admin/Rect/2025

Date: 09.06.2025

Subject: Question Paper and the Answer Keys of the written test held on **09.06.2025** for the post of **Hospitality Manager (Scale-I) (Job Ref. No. 50573546)**.

The Question Paper and the Answer Key of the Written Test conducted for the post of **Hospitality Manager (Scale-I) (Job Ref. No. 50573546)** on **Monday, 09.06.2025**, are enclosed below as **Annexure -1**.

By Order

Note: Candidates must be specific in their representations/ concerns/ feedback and indicate their question(s) and explanation(s), if desired.

Annexure -1

Soln
9th June 25

1. Which of the following software is commonly used in hotel management?
 - A. Tally
 - B. **Opera PMS**
 - C. AutoCAD
 - D. SAP
2. What does "Room Occupancy Rate" measure?
 - A. Number of guests per room
 - B. **Percentage of rooms occupied over a period**
 - C. Average price per room
 - D. Number of services provided
3. Which of the following is a type of hotel room with two separate beds?
 - A. **Twin Room**
 - B. Suite
 - C. Double Room
 - D. Studio Room
4. What is the function of the Concierge in a hotel?
 - A. Cleaning guest rooms
 - B. Cooking meals
 - C. **Assisting guests with reservations, transport, and local information**
 - D. Processing payments
5. What type of meal plan includes breakfast and one more meal (usually dinner)?
 - A. EP – European Plan
 - B. **MAP – Modified American Plan**
 - C. AP – American Plan
 - D. CP – Continental Plan
6. Which of the following is a dry heat cooking method?
 - A. Baking
 - B. Steaming
 - C. **Grilling**
 - D. Poaching
7. What does the term "FIFO" stand for in kitchen inventory management?
 - A. Fill In First Order
 - B. First In, First Over
 - C. **First In, First Out**
 - D. Fastest In, Fastest Out
8. What document is generally maintained at the reception for tracking guest arrivals and departures?
 - A. Arrival & Departure list
 - B. **Guest Register or Logbook**
 - C. Front Office Guest List

- D. Reservation Register
9. When stock levels reach the minimum requirement (reorder level), what is the most appropriate action to ensure operational continuity, considering consumption rate variability, supplier lead time fluctuations, and par stock strategy?
- A. Discontinue issuing items until buffer stock is replenished
 - B. Immediately place a bulk order exceeding par stock to avoid future shortages
 - C. Initiate a purchase requisition for Economic Order Quantity (EOQ), adjusted for current consumption trends and supplier lead time**
 - D. Wait until safety stock is breached to trigger emergency procurement
10. What is a Non-consumable item?
- A. Items that are used once and disposed
 - B. Items that can be reused for a long time**
 - C. Perishable food items
 - D. Cleaning detergents
11. What is the primary purpose of conducting physical stock verification in hospitality operations, particularly when integrated with perpetual inventory systems and variance analysis?
- A. To update menu pricing based on latest market rates
 - B. Replacing old items
 - C. To physically count high-value items only for insurance purposes
 - D. To reconcile actual stock with recorded inventory, identify pilferage, wastage, or mis posting, and ensure compliance with internal controls and audit standards**
12. What is the economic order quantity (EOQ) in inventory management?
- A. Minimum amount needed for operations
 - B. Optimal order quantity that minimizes total inventory cost**
 - C. Maximum storage capacity
 - D. Quantity purchased during discount offers
13. Which software module is typically used for tracking guest house store inventory in large institutions?
- A. ERP-Finance
 - B. HRMS
 - C. ERP-Material Management (MM)**
 - D. CRM
14. Which document is essential for a foreign national checking into a guest house?
- A. Residential Proof
 - B. Travel Ticket
 - C. Passport with Visa & Form C registration**
 - D. Driving License
15. Which metric is used to calculate financial performance of a guest house?
- A. Staff turnover rate
 - B. Revenue per Available Room (RevPAR)**
 - C. Number of bookings only

- D. Electricity usage
16. What is the primary purpose of blanching vegetables before freezing?
- A. Enhances colour and flavour
 - B. Inactivates enzymes that cause spoilage**
 - C. Reduces cooking time
 - D. Improves taste only
17. Which international body certifies global service standards in the hospitality sector?
- A. WTO
 - B. ISO**
 - C. WHO
 - D. IATA
18. What does the term ADR (Average Daily Rate) represent in hotel analytics?
- A. Total sales ÷ Number of employees
 - B. Food & beverage cost per day
 - C. Average room revenue earned per occupied room per day**
 - D. Cost of guest acquisition
19. What is the main function of yield management in the hospitality industry?
- A. Hiring new staff
 - B. Food inventory tracking
 - C. Maximizing revenue based on demand forecasting and pricing strategies**
 - D. Managing kitchen waste
20. Which of the following ingredients is NOT suitable for gelatinization?
- A. Arrowroot
 - B. Cornstarch
 - C. Olive oil**
 - D. Potato starch
21. What does the term "deglazing" refer to in food production?
- A. Removing glaze from pastries
 - B. Adding liquid to a pan to loosen browned bits for sauce**
 - C. Coating a pan with oil
 - D. Freezing a sauce
22. What is the primary function of the front office audit (night audit)?
- A. Collect guest feedback
 - B. Assign morning shift duties
 - C. Reconcile guest accounts and balance all departments**
 - D. Auditing guest invoices prepared on the day
23. What is the function of a "bucket check" in front office?
- A. Checking laundry buckets for guests
 - B. Verifying guest registration cards against the room status report**
 - C. Inventory check of room service supplies
 - D. Tracking lost-and-found items
24. The "Room Rack" in traditional front office operations was used to:

- A. Track laundry inventory
 - B. Store keys and indicate room status manually**
 - C. Rack up housekeeping complaints
 - D. Hold room service trays
25. In HACCP, the first step in implementing food safety management is:
- A. Establish critical control points
 - B. Conduct a hazard analysis
 - C. Assemble the HACCP team**
 - D. Establish monitoring procedures
26. Which key performance indicator best measures the front office's revenue management efficiency?
- A. GOP
 - B. RevPAR**
 - C. EBITDA
 - D. Customer Retention Ratio
27. Which of the following chemicals is most effective for descaling bathroom fixtures?
- A. Ammonia solution
 - B. Phosphoric acid-based cleaner**
 - C. Sodium hypochlorite
 - D. Detergent
28. Which of the following materials is most appropriate for sustainable guestroom floor cleaning in eco-certified hotels?
- A. Petroleum-based polish
 - B. Microfiber mop with water-based solution**
 - C. Ammonia with bleach
 - D. Acetone-based degreasers
29. What is the key difference between a Material Requisition Form (MRF) and a Purchase Order (PO) in store operations?
- A. MRF is for receiving goods, PO is for cleaning equipment
 - B. MRF is used only by kitchen, PO only by housekeeping
 - C. MRF is internal and requests materials, PO is external and authorizes purchases**
 - D. No difference
30. What should a Guest House Manager do if multiple units are exceeding their budgeted consumables every month?
- A. Increase the budget
 - B. Reduce consumable cost
 - C. Audit usage patterns, revise SOPs, and implement monitoring**
 - D. Ignore it
31. A guest alleges theft of a personal item. Which of the following actions best demonstrates managerial responsibility?
- A. Ask the guest to report to police
 - B. Inform housekeeping staff to deny involvement
 - C. Log the incident, review CCTV, initiate internal investigation, and coordinate with security**

- D. Apologize and ignore
32. What is the most effective method of preventing cross-contamination in a professional kitchen?
- A. Using one chopping board for all items
 - B. Cleaning hands only at shift start
 - C. Using color-coded chopping boards and knives**
 - D. Covering food with lids
33. Which of the following best explains how an effectively maintained Guest History Card supports revenue management and personalized guest service in a full-service hotel?
- A. It helps track in-room minibar consumption to adjust inventory costs.
 - B. It enables the hotel to segment the market based on guest preferences and tailor marketing strategies for repeat business.**
 - C. It allows the front desk to reduce check-in time by bypassing identity verification.
 - D. It provides a legal record for disputes related to billing errors.
34. Dustettes are:
- A. Dust collection bags
 - B. Types of dusters
 - C. Dustbin bags
 - D. Small vacuum cleaners**
35. Lead-time quantity plus safety stock level is equal to:
- A. Economic Order Quantity (EOQ)
 - B. Reorder Level**
 - C. Minimum Stock Level
 - D. Maximum Stock Level
36. Mild acids that are used to neutralize any residual alkalinity in fabrics after washing are known as:
- A. Builders
 - B. Softeners
 - C. Neutralizers**
 - D. Optical Brighteners
37. A standard single blanket typically measures approximately:
- A. 60 inches × 80 inches (152 cm × 203 cm)**
 - B. 50 inches × 70 inches (127 cm × 178 cm)
 - C. 40 inches × 60 inches (102 cm × 152 cm)
 - D. 70 inches × 90 inches (178 cm × 229 cm)
38. For which of the following is the Hubbart Formula most useful?
- A. Forecasting occupancy
 - B. Forecasting Room availability
 - C. Fixing room tariff**
 - D. Fixing variable cost
39. The process of recording transactions on a folio is called:
- A. Posting**
 - B. Auditing

- C. Forecasting
 - D. Transferring
40. The yield statistic is equal to:
- A. **Potential rooms revenue divided by actual rooms revenue**
 - B. The occupancy percentage multiplied by the achievement factor
 - C. The average daily rate multiplied by the rate spread.
 - D. The occupancy percentage multiplied by the average daily rate.
41. The standard size of a square restaurant table to seat 4 persons (pax) is approximately:
- A. 24 inches × 24 inches (60 cm × 60 cm)
 - B. 30 inches × 30 inches (76 cm × 76 cm)
 - C. **36 inches × 36 inches (91 cm × 91 cm)**
 - D. 48 inches × 48 inches (122 cm × 122 cm)
42. A half-moon shaped corn tortilla shell, typically filled with salad, refried beans, grilled meats, or sour cream, and served with salsa or guacamole is called:
- A. Quesadilla
 - B. Enchilada
 - C. **Taco**
 - D. Burrito
43. Which of the following is Not a Napkin Fold:
- A. Bishop's Maitre
 - B. **Silica**
 - C. Cock's Comb
 - D. Sail
44. In culinary terminology, the term "Florentine" in a recipe indicates the presence of which ingredient?
- A. Tomatoes
 - B. Mushrooms
 - C. **Spinach**
 - D. Basil
45. During peak occupancy, your housekeeper reports a shortage of clean linen. What should you do immediately as a Guest House Manager?
- A. Inform incoming guests about the delay in check-ins
 - B. Cancel pending reservations to ease the workload
 - C. **Arrange for immediate outsourced laundry support or linen borrowing from another guest house unit**
 - D. Ask housekeeping to skip linen change for repeat guests
46. A guest complains about a foul odour coming from the air conditioning unit in their room. What is your first managerial step?
- A. Offer the guest an air freshener
 - B. **Immediately offer room relocation and initiate maintenance inspection on the faulty unit**
 - C. Wait until morning for maintenance to evaluate the issue
 - D. Tell housekeeping to spray perfume in the room

47. A guest claims to have a reservation but their name is not found in the arrival list. What should be your first action?
- A. Ask them to make a new reservation
 - B. **Check with applicant/ booker and email confirmations before denying the claim**
 - C. Inform them arrival list is final and suggest another hotel
 - D. Tell them to wait and hope a room becomes available
48. Your front desk staff is new and makes frequent billing errors during guest check-out. What is your best course of action as the Manager?
- A. Reduce his/ her responsibilities until the improvement
 - B. Reprimand him/ her in front of guests for accountability
 - C. **Provide targeted training, supervision, and double-check their work during shift**
 - D. Transfer him/ her to another department
49. During peak check-in hours, a guest becomes aggressive due to waiting. What should be your immediate action as a manager?
- A. Call security immediately
 - B. **Apologize sincerely, offer a refreshment, and expedite check-in calmly**
 - C. Ask the guest to calm down or leave the property
 - D. Ignore the behaviour and continue with other guests
50. A guest complains that there is no hot water in the bathroom. What is the most appropriate action you should take as a Manager to handle the situation professionally and efficiently?
- A. Ask the guest to wait until the next day when maintenance is available
 - B. **Apologize, verify the issue immediately, arrange for maintenance, and offer the guest a temporary alternative room or service gesture**
 - C. Tell the guest that hot water is only available during specific hours
 - D. Ask housekeeping to pour hot water manually into the bathtub