

MODEL QUESTION PAPER

Bachelor of Hotel Management – Skill Assessment

(Branch-Specific | For Reference)

This Model Question Paper is provided to help candidates understand the assessment structure, format, and branches covered under the HRVIEW Bachelor of Hotel Management Skill Assessment.

It is intended only for reference and does not represent the actual examination paper.

Assessment Snapshot

- **Assessment Type:** Model Question Paper
- **Assessment Mode:** Online
- **Question Format:** Objective Type (MCQs)
- **Total Number of Questions:** 20
- **Pass Criteria:** 75%

1. Hotel management mainly deals with:

- A. Building construction
- B. Hospitality and customer service operations
- C. Food manufacturing only
- D. Tourism research

 **Answer:** B

2. The full form of BHM is:

- A. Bachelor of Hospitality Marketing
- B. Bachelor of Hotel Management
- C. Bachelor of Hotel Maintenance
- D. Bachelor of Hospitality Management

 **Answer:** B

Note for Candidates

This is a **model reference document** intended for **general understanding only**.

3. Hospitality industry focuses on:

- A. Production of goods
- B. Customer satisfaction and service
- C. Manufacturing
- D. Transportation

 **Answer: B**

4. Front office is responsible for:

- A. Food preparation
- B. Guest reception and billing
- C. Housekeeping
- D. Maintenance

 **Answer: B**

5. Which department handles room cleanliness?

- A. Front office
- B. Food and beverage
- C. Housekeeping
- D. Security

 **Answer: C**

6. F&B stands for:

- A. Food and Beverage
- B. Finance and Budget
- C. Facility and Building
- D. Food and Billing

 **Answer: A**

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7. Menu planning mainly considers:

- A. Customer preference and cost
- B. Staff availability only
- C. Kitchen size
- D. Hotel location only

 **Answer:** A

8. Which service style involves serving food from a trolley?

- A. Buffet service
- B. American service
- C. French service
- D. Self-service

 **Answer:** C

9. Which type of room has two single beds?

- A. Double room
- B. Twin room
- C. Suite
- D. Single room

 **Answer:** B

10. Which area generates maximum revenue in a hotel?

- A. Housekeeping
- B. Front office
- C. Food and Beverage
- D. Maintenance

 **Answer:** C

11. FIFO in hotel stores stands for:**Note for Candidates**

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- A. First In First Out
- B. Food In Food Out
- C. First Item First Out
- D. Fast In Fast Out

 **Answer:** A

12. HACCP is related to:

- A. Accounting
- B. Food safety
- C. Housekeeping
- D. Human resources

 **Answer:** B

13. Room service is part of:

- A. Front office
- B. Housekeeping
- C. Food and Beverage department
- D. Maintenance

 **Answer:** C

14. Concierge mainly assists guests with:

- A. Cooking
- B. Cleaning rooms
- C. Travel and local information
- D. Security

 **Answer:** C

15. Yield management focuses on:

- A. Food quality
- B. Maximizing room revenue

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- C. Staff training
- D. Guest complaints

 **Answer:** B

16. Which department maintains guest records?

- A. Front office
- B. Housekeeping
- C. F&B service
- D. Engineering

 **Answer:** A

17. Star classification of hotels is based on:

- A. Location only
- B. Size of building
- C. Facilities and services offered
- D. Number of employees

 **Answer:** C

18. Which skill is most important for hotel staff?

- A. Technical knowledge only
- B. Communication and interpersonal skills
- C. Mathematical skills
- D. Programming skills

 **Answer:** B

19. Guest satisfaction leads to:

- A. Higher costs
- B. Repeat business and goodwill
- C. Increased complaints
- D. Staff turnover

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 **Answer: B**

20. BHM graduates mainly work in:

- A. Manufacturing companies
- B. Hotels, resorts, and hospitality industry
- C. IT firms
- D. Banking sector

 **Answer: B**

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