

Syllabus for Direct Recruitment Screening Examination
for the post of Vyavasthadhikari (Group 'B') in
Uttarakhand Government (Rajya Sampatti Vibhag)
(ObjectiveType)

Hotel Management/Catering Technology
and General Studies

Total Questions: 150

M.M.: 150

Time Allowed: 2 hours

Part-1

Hotel Management and Catering Technology

Number of Questions: 80

Maximum Marks: 80

A - Food Production

Number of Questions: 15

Maximum Marks: 15

1. Different types of cooking methods, Aim and objectives of cooking.
2. Different types of stocks, soups and their garnishes.
3. Different types of salads and their parts.
4. Mother sauces and their derivatives.
5. Cuts of Meat, fish and Poultry.
6. Different types of Pastries and their by products, their baking times and temperature.
7. Bread and Cake making methods. Different ingredients used in both.
8. Different types of equipments used in Food Production and bakery.
9. Menu planning for different types of organisations.
10. Important Indian and International dishes.
11. Meaning of sausages, ham, bacon, Gamon Galantine, forcemeat, Pate, Mousse and Mousseline, Chauda froid, Aspic, Gelee, Quenelles, Parfaits.

12. Different types of wine used in cooking, their role in cooking.
13. What is H.A.C.C.P.
14. Icing and Toppings.
15. Chocolate and Confections.
16. International bread.
17. Frozen desserts.
18. Cheese: Types/classification, processing.
19. Hierarchy of kitchen department- classical and modern.
20. Role of Executive chef, co-operation with other departments.
21. Vegetable and Fruit cookery- Classification, Pigments and colour changes, cuts of vegetables.
22. Egg Cookery- Uses of eggs in cooking, structure and selection.
23. Raising agents- Classification, Role, action.
24. Masalas- Blending of Spices, different masalas.
25. Herbs used in cooking.
26. Volume feeling- Institutional, Hospital, mobile.
27. Quantity Purchase and storage.
28. Kitchen designing and its detailing.

B- Food and Beverage Service

Number of Questions: 15

Maximum Marks: 15

1. Types of Food and Beverage Operations and Ancillary department.
2. Types of catering (Industrial, Institutional, Commercial, Transport, Air, road, rail, sea, etc.).
3. Staffing of Food and Beverage department.
4. Different Food and Beverage Service Equipment.
5. Non Alcoholic beverages (Tea, Coffee, Mock tails, juices, coca etc.) and their brands.
6. French classical Menu, Types of menu.

7. Different types of Meals.
8. Types of Food Service.
9. Sales Systems. (K.O.T, B.O.T, single order sheet)
10. Layout of Cover, Table, function Tables, Planning of banquet catering.
11. Banquet protocol, (space area, table plan, Toast and Toast procedure)
12. Setting of the following- Reception, Cocktail parties, conversation, seminars, Exhibition, Fashion show.
13. Types of bars and its control.
14. Different types of cocktails.
15. Different non Alcoholic Beverage-
 - Spirits-** Gin, rum, vodka, brandy whiskey. Their types of famous brand names.
 - Wine** – Types of wines, their regions.
 - Beer-** Types of beer and their brand names.
16. Swot Analysis, break even analysis, project planning.
17. Aperitifs – Definition, types.
18. Liqueurs- Categories, Definition, popular liqueurs.
19. Kitchen Stewarding- Importance, machine used for cleaning and polishing.
20. Record maintaining and Inventory.

C - Room division Management

Number of Questions: 15

Maximum Marks: 15

1. Different types of Hotels (Hotel, Motel, Boatels resorts, Boutique hotels, leisure hotels etc).
2. Different types of rooms.
3. Classification of hotels (size, Star, Franchises, Time share, condo minimum etc).
4. Different sections of front office and housekeeping.

- 5.** Different types of cleaning agents.
- 6.** Tariff structure, Different plans.
- 7.** Arrival and departure procedure, booking and reservation of guest, channels and sources, Check in and check out procedure.
- 8.** Room selling techniques.
- 9.** Keys handling and key types message handling, VIP Amenities, Check list, Lost and found procedure.
- 10.** Use of computer in hotels different software.
- 11.** Room division accounting, A.R.R, V.T.L, G.W.B, semi automated, fully automated.
- 12.** Different types of flower arrangements and care of flowers.
- 13.** Different types of floor coverings, wall coverings and ceiling.
- 14.** Different types of Lights.
- 15.** Colour Cycles, Importance of colour, Types of colours.
- 16.** Fabrics, linen, Linen control, Linen supply.
- 17.** Different staff working with Room division management.
- 18.** Setting up of room, forecasting, overstay, under stay, forecasting formula.
- 19.** Hiring and Contractual staff.
- 20.** Staffing and Hierarchy of front office and housekeeping department.
- 21.** Cleaning Organization- Principles of cleaning and Method of organising cleaning, use and Care of equipments.
- 22.** Composition, care and cleaning of different surfaces- Metals, glass, leather, Plastic, ceramics, wood, wall finishes and floor finishes.
- 23.** Stain Removal- Pickle, blood, grass, rust etc.
- 24.** First Aid.
- 25.** Energy and water conservation in Housekeeping department.

D - Hotel Accounts and financial management

Number of Questions: 10

Maximum Marks: 10

1. Different types of A/c and audits required for hotels.
2. Difference between internal and statutory audits, draw back allocations.
3. Meaning of finance.
4. Ratio Analysis (Meaning, classification, Turnover, Dupent Control chart)
5. Fund flow Meaning and use of fund flow.
6. Cash flow meaning and preparation of cash flow.
7. Working capital management factors defer mining working capital needs, overtrading, under trading.
8. Capital budgeting its importance, payback period, net present value, internal rate return.

E - Nutrition, Hygiene and Food Science

Number of Questions: 15

Maximum Marks: 15

1. Food and its different nutrients (protein, fats, Vitamins, Carbohydrates, Minerals etc)
2. Lipids and fatty acids.
PUFAS, MUFAS, SFAS, EFA
3. Food borne diseases. Types and Preventive measure
4. Food additives, Types.
5. Food laws (F.P.O, M.P.O, P.F.A, W.T.O) Consumer protection act.
International law – Codex Alimentarius, I.S.O
6. Hygiene, Different disinfectants, processing of water, Handling of food, water disposal.
7. Emerging Pathogens, Genetically modified food, food labelling.
8. Evaluation of food- Objectives, Methods.

9. Emulsions- Theory and types.
10. Colloids- Definition and application in food preparation.
11. Browning- Types, Role and Preventions of undesirable browning.
12. Concept of balanced diet- Including RDA for various nutrients.
13. Menu Planning.
14. Food spoilage and food preservation.

F - Tourism, Hotel and Catering management

Number of Questions: 10

Maximum Marks: 10

1. Management- Its concept and function.
2. Different types of tourism and its management.
3. Major Players in tourism sector.
Tour operator, Travel Agencies, hotels, (T.A.A.I, I.A.T.O, P.A.T.A, W.T.O.)
4. Communication- Mode of Communication, Barriers in Communication.
5. Role of Motivation in management.
6. Different Marketing Channels in hotel Industry.
7. Marketing mix, Pricing Strategy.
8. Safety and Security system, (Fire safety system, Emergency system, Security checks, Alarm system).
9. Meaning of quality control, T.Q.M, Three aspect of T.Q.M.
10. Different type of human behaviour (Group, Conflict, individual).
11. Leadership and its quality, role of Leader Significance of a Leader.
12. Eco tourism including Eco friendly practises in Hotels, Ecotels.

PART 2

General Studies, General Knowledge related to Uttarakhand and General Intelligence

A. General Studies

Number of Questions: 30

Maximum Marks: 30

1. Current events of National and International importance, sports and entertainment.
2. Indian history and Freedom Struggle
3. Science and Technology
4. Indian polity
5. Indian and world geography and natural resources
6. Indian economy-agriculture, trade and economy
7. Population, environment and urbanization in Indian context.

B. General studies related to Uttarakhand

Number of Questions: 20

Maximum Marks: 20

1. Education, culture, agriculture, industry, trade and commerce, living habits, geographical and political background and special knowledge about social customs.
2. Cultural, economic and natural resources, and historical background.
3. Contribution of science and technology in development of Uttarakhand.
4. Population and urbanization
5. Rural and local administration and contemporary events.

C. General Intelligence Test

Number of questions: 20

Maximum Marks: 20

General Intelligence: The syllabus for general intelligence would include questions of verbal , non-verbal and analytical types including questions on analogies, syllogism, similarities, differences, missing numbers, characters and sequences, space visualization, problem

solving, analysis, judgment, decision making, visual memory, discrimination, observation, relationship concepts, direction sense, coding –decoding, arithmetical reasoning, verbal and figure classification, data representation and analysis, arithmetical number series. The test would also include questions designed to test the candidate's ability to deal with abstract ideas, facts and figures, symbols and their relationships, arithmetical and numerical computations and other analytical, mathematical and quantitative functions.