End Semester Examination, Dec. 2021
B. Tech. – Fifth Semester
CYBER LAW AND ETHICS (BHM-001)

Time: 3 hrs.   Max Marks: **100**

No. of pages: 1

Note: *Attempt* **FIVE** *questions in all;* **Q.1 is compulsory**. *Attempt any* **TWO** *questions from* **PART-A** *and* **TWO** *questions from* **PART-B**. *Marks are indicated against each question.*

Q.1   Answer the following:
   a) List the need for networks.
   b) Differentiate between 'star' and 'mesh' topology.
   c) What do you understand by the anatomy of web attacks?
   d) Calculate the host bits if you have a subnet mask of 255.255.255.0.
   e) What is the general uniform resource locator syntax?
   f) How can browser be secured from any intrusion?
   g) Define the terms: Ping and Tracert.
   h) Define white hat and black hat hackers.
   i) Define denial of service attacks.
   j) What do you understand by cyber stalking?   **2x10**

PART-A

Q.2   a) Define a network. Discuss the basis for classification of networks. Explain one classification in detail.   [CO1][L-1]**10**
      b) What is an IP address? With the help of a table, list the address classes, number of bits in network address and total number of networks in the class.   [CO1][L-1]**10**

Q.3   a) Describe the building blocks of a secure system.   [CO2][L-1]**10**
      b) Explain in detail cyber laws and their coverage.   [CO4][L-2]**10**

Q.4   Write short notes on:
      a) DNS poisoning and SQL injection.   [CO3][L-1]
      b) Phishing and cyber stalking.   [CO3][L-1]**10x2**

PART-B

Q.5   a) What is the scope and coverage of cyber law?   [CO4][L-1]**10**
      b) Describe is the status of cyber law in India.   [CO4][L-1]**10**

Q.6   a) Explain freedom of speech and expression in cyber space.   [CO5][L-2]**10**
      b) Explain in detail how cyber security audit performed.   [CO5][L-2]**10**

Q.7   a) Describe the historical background and objectives of information and technology act and intellectual property right.   [CO6][L-1]**10**
      b) Describe legal recognition of electronic record and procedure of information technology.   [CO6][L-1]**10**

End Semester Examination, Dec. 2021

B.Sc. (Hospitality and Hotel Administration) – Fifth Semester

HOUSEKEEPING (THEORY)-I (BHM-DS-604)

Time: 3 hrs.   Max Marks: **100**

No. of pages: 1

Note: *Attempt **FIVE** questions in all; **Q.1 is compulsory**. Attempt any **TWO** questions from **PART A** and **TWO** questions from **PART B**. Marks are indicated against each question.*

Q.1   Write short notes on:
   a) Prang's Colour Wheel.
   b) Secondary Colour.
   c) Analogous Colour.
   d) Focus Lighting.
   e) Non-woven carpets.
   f) Plastic wall covering.
   g) Soft Furnishing.
   h) Balance.
   i) Harmony.
   j) Blinds.   **2×10**

PART-A

Q.2   Discuss the element of design with the help of examples. Also discuss the use of these elements in interior decoration.   **20**

Q.3   Explain the different types of furniture to be placed in a double room, duplex room and suite room along with the sizes of the bed.   **20**

Q.4.   Define light. Analyze the types of lights based on sources. Being an interior designer discuss the importance of lighting in achieving the aims of design.   **20**

PART-B

Q.5   Flooring plays an important role in interior designing. Describe the different type of flooring ideal for designing a hotel guestroom, guest corridors and hotel lobby.   **20**

Q.6   Window treatment increases the beauty of walls and is functional too. Discuss three types of Stiff window treatments used in interior designing.   **20**

Q.7   What do you understand by colour wheel? Explain it with the help of a structure. Also explain the three types of colours associated with it.   **20**

End Semester Examination, Dec. 2021
B.Sc. (Hospitality and Hotel Administration) – Fifth Semester
HOSPITALITY LAW (BHM-DS-605)

Time: 3 hrs.

Max Marks: **10**

No. of pages:

Note: *Attempt **FIVE** questions in all; **Q.1 is compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B.** Marks are indicated against each question.*

Q.1   Answer the following:
   a) Define 'food Contaminants'.
   b) Full form of FSSAI.
   c) Give two examples of Food additives.
   d) Working hours in shops and establishment act.
   e) Define 'wages'.
   f) Define 'food safety'.
   g) Within how many days the commencement of shops and establishment statemen be given to the Inspector?
   h) Give two essential elements of valid contract.
   i) Give two functions of FSSAI.
   j) Give the objective of Environment Protection Act.

[CO2][L-3]**2×1**

PART-A

Q.2   What are the latest trends hotels are following after pandemic related to hygiene ar sanitation?   [CO2][L-4]**2**

Q.3   Define 'contract'. Classify them and explain each with the help of one example.
[CO3][L-3]**2**

Q.4   What is Consumer Protection Act? Discuss on the various rights of the consumers.
[CO1][L-2]**2**

PART-B

Q.5   Explain the Shops and establishment Act.   [CO2][L-2]**2**

Q.6   Give the procedure for taking a sample purchase right.   [CO3][L-4]**2**

Q.7   What is food adulteration? Give 5 examples and describe the principals of food Laws.
[CO1][L-3]**2**

End Semester Examination, Dec. 2021

B.Sc. (Hospitality & Hotel Administration) – Fifth Semester
HOSPITALITY SALES AND MARKETING (BHM-DS-607)

Time: 3 hrs.   Max Marks: **10**

No. of pages:

Note: *Attempt* **FIVE** *questions in all;* **Q. 1** *is* **compulsory***. Attempt any* **TWO** *questions from* **PART A** *and* **TWO** *questions from* **PART B.** *Marks are indicated against each question.*

Q.1   Write short notes on the following *(any five):*
a) E marketing
b) Customer Satisfaction
c) Forecasting
d) Role of sales person
e) Relationship marketing
f) Customer Expectations   [CO3][L1]**4×**

PART-A

Q.2   Explain the need to have a separate specialized vertical of Sales and Marketing. Wh
factors contributed to this need?   [CO1][L2]**2**

Q.3   Explain the concept of process? What is the need to formulate a process and benefi
associated?   [CO4][L5]**2**

Q.4   What are the different products of hospitality and how are they different from FMCG's?
[CO4][L2]**2**

PART-B

Q.5   Why is so much focus laid of consumer retention? What strategies can companies ado
to retain customers?   [CO4][L2]**2**

Q.6   "Ecommerce has created a paradigm shift in the consumer world", explain wi
examples.   [CO2][L3]**2**

Q.7   What is SWOT analysis? Explain its importance at a personal as well as profession
level.   [CO2][L2]**2**

End Semester Examination, Dec. 2021
B.Sc. (Hospitality & Hotel Administration) – Fifth Semester
VALUES, ETHICS AND CSR (BHM-DS-608)

Time: 3 hrs.   Max Marks: **10**

Note: *Attempt* **FIVE** *questions in all;* **Q.1 is compulsory**. *Attempt any* **TWO** *questions from* **PART A** *and* **TWO** *questions from* **PART B.** *Marks are indicated against each question.*

Q.1   Write short notes on **(any five):**
a) Ethics.
b) Integrity.
c) Harassment.
d) Discrimination.
e) Whistle blowing.
f) Consumerism.   [CO3][L-1]**4×**

PART-A

Q.2   How can corporate social responsibility help in nation building? Illustrate with the he of examples.   [CO4][L-2]**2**

Q.3   Explain what is a "code of conduct" document? Why is it essential to share the sam with a new employee, you may use examples to explain the same?   [CO1][L-4]**2**

Q.4   "An employee with integrity and values will always be a preferred choice for leadersh positions" explain with examples.   [CO4][L-2]**2**

PART-B

Q.5   How can organizations encourage employees to follow good values? Share som possible initiatives which an organization can take.   [CO4][L-2]**2**

Q.6   Explain the different kinds of harassment. What can an employee do when caught in dilemma at workplace?   [CO4][L-2]**2**

Q.7   Explain the latest issues with "invasion of privacy" in the modern day world.[CO2][L-3]**2**

End Semester Examination, Dec. 2021
OPEN ELECTIVE – COMMON FOR ALL BRANCHES
EVENT MANAGEMENT (HM-OE-001)

Time: 3 hrs.   Max Marks: **10**

No. of pages:

Note: *Attempt* **FIVE** *questions in all;* **Q.1 is compulsory.** *Attempt any* **TWO** *questions fr*
PART-A *and* **TWO** *questions from* **PART-B**. *Marks are indicated against each question.*

Q.1   Define the following:
   a) Event management.
   b) Event staging.
   c) Event budgeting.
   d) Event promotion.
   e) First event planner of history.
   f) L-10 license.
   g) Managing staging.
   h) Event feedback.
   i) RSVP.
   j) Post event logistics.   [CO2][L-1]**2×1**

PART-A

Q.2   Discuss the history of event management through different era and compare Then v
       Now of event management.   [CO-2][L-2] **2**

Q.3   What do understand by designing of an event? Analyze the steps to be followed wh
       planning an event.   [CO-3][L-5] **2**

Q.4   Explain the marketing strategies to be followed for making an event successful als
       discuss the federal trade commission act in brief.   [CO-1][L-3] **2**

PART-B

Q.5   Managing a risk is a crucial task. Discuss the process of risk management for an eve
       with the type of risks involved.   [CO-1][L-4] **2**

Q.6   Discuss the role of staging for an event. How the theme and staging on an eve
       affects its final execution?   [CO-1][L-2] **2**

Q.7   Explain the term crowd management with the steps to be followed for managing crow
       for an event.   [CO-2][L-1] **2**

End Semester Examination, Dec. 2021
B. Tech. – Third Semester
CYBER LAW AND ETHICS (BHM-001)

Time: 3 hrs.   Max Marks: **100**

No. of pages: 1

Note: *Attempt* **FIVE** *questions in all;* **Q.1 is compulsory**. *Attempt any* **TWO** *questions from* **PART-A** *and* **TWO** *questions from* **PART-B**. *Marks are indicated against each question.*

Q.1   Answer the following:
   a) What are the elements of cyber security?
   b) What are the three most important aspects of information security?
   c) Illustrate the main reasons behind cyber stalking.
   d) Discuss the aims of cyber law.
   e) List the advantages of cyber laws.
   f) What are the five features of phishing?
   e) Why do we follow cyber ethics?
   g) Are cyber ethics issues unique? Justify your answer.
   h) What does data protection and privacy issues mean?
   i) Does intellectual property (IP) protection have a time limit?
   j) What are three common violations of intellectual property rights?   **2x10**

PART-A

Q.2   a) Explain the architecture of internet with the help of block diagram.   [CO1][L-2]**10**
       b) What is the purpose of a uniform resource locator? Explain the five components of uniform resource locator. Also describe different types of uniform resource locator?
                                                                                  [CO1][L-2]**10**

Q.3   a) Why is the security of information so important? What are the security objectives of information for information system? Explain the five components of information security.   [CO2][L-3]**10**
       b) What are the five threats to security? How can we avoid internet threats?
                                                                                  [CO2][L-3]**10**

Q.4   a) What and where is the biggest risk to the company for fraud? What are the internal controls? Or policies that are circumvented the most.   [CO3][L-2]**10**
       b) What do you mean by cyber law? Discuss its nature and scope.   [CO3][L-2]**10**

PART-B

Q.5   Discuss the importance of cyber law in India. What caused the development of cyber law? How it is implemented in India? Also discuss the IT laws in India? [CO4][L-3]**20**

Q.6   a) Explain the key components of cyber ethics. Is freedom to speech and expression considered as a fundamental right in cyberspace?   [CO5][L-3]**10**
       b) Explain the five key privacy and data protection requirements. What is more important data security or data privacy or data utility?   **10**

Q.7   a) Why is intellectual property important to information technology? Explain the four types of intellectual property.   [CO6][L-3]**10**
       b) What is the penalty for violation of intellectual property? How can intellectual property violations be prevented or infringement?   [CO6][L-3]**10**

End Semester Examination, Dec. 2021
B.Sc. (Hospitality & Hotel Administration) – Third Semester
FOOD & BEVERAGE SERVICE (THEORY)-III (BHM-DS-402)

Time: 3 hrs.   Max Marks: 10

No. of pages:

Note: *Attempt* **FIVE** *questions in all;* **Q. 1** *is* **compulsory**. *Attempt any* **TWO** *questions fro*
PART A *and* **TWO** *questions from* **PART B.** *Marks are indicated against each question*

Q.1   Answer the following questions:
a) Give two examples of fermented beverages
b) Rum is distilled from _____.
c) Wine obtained from natural fermentation is called _____.
d) Name the yeast that is present on the skin of a grape
e) Capitalization is the addition of _____.
f) _____ method is used to make champagne in the Champagne region of France
g) _____ is the process of collecting sediments on to the neck of the bottle b
periodical shaking of bottle
h) Gin is flavored with _____.
i) _____ is rum diluted with water
j) _____ is a yeast rich foam left behind during fermentation
k) Tequilla is prepared from _____.
l) Major three grapes in champagne are _____.
m) Canadian whisky is matured for how many years _____.
n) Full form of ABV _____.
o) Grey Goose is a type of _____.
p) The crushed grapes are known as _____.
q) Which yeast is used in ale beer _____.
r) The heart of agave plant is known as _____.
s) What is Vin de Goutte?
t) Beer is prepared from _____.   [CO1][L2]**1×2**

PART-A

Q.2   What is sparkling wine? Explain Methode Champenoise. Give any 5 International bran
of Champagne.   [CO2][L2]**2**

Q.3   Give any 10 difference between Red wine and white wine.   [CO1][L1]**2**

Q.4   What is whisky? Discuss the various types of whisky. Explain the production of Sco
whisky.   [CO3][L4]**2**

PART-B

Q.5   Define Beer. Explain the process of making beer. Give the role of each ingredient in th
production of beer.   [CO1][L2]**2**

Q.6   What is wine? How do you classify wines? Explain the factors influencing the charact
of wine?   [CO1][L1]**2**

Q.7   Define glassware. Name ***any ten*** glasses with their capacity and usage.   [CO1][L6]**2**

End Semester Examination, Dec. 2021
B.Sc. (Hospitality & Hotel Administration) – Third Semester
ROOM DIVISION (THEORY)-III (BHM-DS-403)

Time: 3 hrs.

Max Marks: **10**

No. of pages:

Note: *Attempt **FIVE** questions in all; **Q.1 is compulsory**. Attempt any **TWO** questions from **PART A** and **TWO** questions from **PART B**. Marks are indicated against each question.*

Q.1   Explain in brief:
   a) Energy management system.   [CO5][L-
   b) City folio.   [CO5][L-2
   c) Budget.   [CO4][L-
   d) Ledger.   [CO6][L-
   e) Vouchers.   [CO3][L-
   f) Break even point.   [CO4][L-
   g) Capital budget.   [CO4][L-
   h) Operating budget.   [CO5][L-
   i) Kenzan.   [CO5][L-
   j) Hogarth.   [CO3][L-2]**2×1**

PART-A

Q.2   What is Security? What are the different aspects of security? What qualities should Front Office personnel have in order to contribute towards safety and security?

[CO2][L-4]**2**

Q.3   Explain in detail all the functionalities of GDS in detail.   [CO1][L-2]**2**

Q.4   What is budgetary control? Define factors affecting budget and also state advantage and disadvantages of budget.   [CO2][L-3]**2**

PART-B

Q.5   Differentiate in operating budget and capital budget. Describe the expenses come under operating budget.   [CO3][L-2]**2**

Q.6   Describe the practices used in green housekeeping in detail.   [CO3][L-3]**2**

Q.7   Compare the advantages and disadvantages of technology being used in housekeeping department.   [CO3][L-2]**2**

End Semester Examination, Dec. 2021
B.Sc. (Hospitality and Hotel Administration) – Third Semester
FOOD AND BEVERAGE CONTROL (THEORY)-III (BHM-DS-404)

Time: 3 hrs.   Max Marks: **10**

No. of pages:

Note: *Attempt **FIVE** questions in all; **Q.1 is compulsory**. Attempt any **TWO** questions*
*from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each*
question.

Q.1   Write short notes on:
  a) Bin Card
  b) FIFO
  c) Centralized Purchasing
  d) Transfer notes
  e) Invoice
  f) Daily receiving book
  g) Food Cost
  h) Meat tags
  i) SPS
  j) Standard Yield   [CO1][L-1]**2×1**

PART-A

Q.2   Explain the importance of purchasing in F&B Control. What are the duties an
        responsibilities of the purchase manager?   [CO2][L-2]**2**

Q.3   Explain the various stages of F&B Control with the help of a neat flow-chart diagram.
                                                                            [CO3][L-2]**2**

Q.4   How does storing play a major role in F&B Control? Write down the main characteristi
        of ideal storage.   [CO2][L-2]**2**

PART-B

Q.5   What is standard recipe? What are its objectives? Write down the standard recipe of
        dish.   [CO3][L-2]**2**

Q.6   What do you understand by receiving control? Discuss various procedures of receiving.
                                                                            [CO3][L-3]**2**

Q.7   What factors do we consider while fixing the selling price of a product?   [CO4][L-2]**2**

End Semester Examination, Dec. 2021

B.Sc. (Hospitality and Hotel Administration) – Third Semester
FACILITIES MANAGEMENT (THEORY) (BHM-DS-405)

Time: 3 hrs.   Max Marks: **10**

No. of pages:

Note: *Attempt **FIVE** questions in all; **Q.1 IS COMPULSORY**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.*

Q.1   Answer the following:
   a) Work Triangle.
   b) Vendor.
   c) Sanitation.
   d) Green Building Concept.
   e) Control.
   f) Material Management.
   g) Front of the House.
   h) Footfall.
   i) Security.
   j) Transport.   [CO3] [L1] **2×1**

PART-A

Q.2   Discuss in detail Kitchen layout and why is it important for the organization. Also dra
         different types of kitchen layout and explain the advantages and disadvantages of ea
         of them?   [CO4] [L2] **2**

Q.3   Explain in detail facility planning. Describe the flow of traffic in front and ba
         area.   [CO1] [L5] **2**

Q.4   Briefly explain the following:
   a) System and equipment used in security.
   b) Consumer centric services.   [CO4] [L2] **10×**

PART-B

Q.5   Why is fuel management important? Explain in detail.   [CO4] [L2] **2**

Q.6   Being the head of security department of the hotel, what would be your role in ensuri
         the security of the hotel?   [CO2] [L3] **2**

Q.7   Why is energy conservation important? What steps would you take to conser
         energy?   [CO3] [L1] **2**

End Semester Examination, Dec. 2021
B.Sc. (Hospitality & Hotel Administration) – Fifth Semester
FOOD AND BEVERAGE PRODUCTION-V (BHM-DS-601)

Time: 3 hrs.   Max Marks: **10**

No. of pages:

Note: *Attempt **FIVE** questions in all; **Q.1 is compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.*

Q.1   Write short notes on:
   a) Dim Sum
   b) Tortilla
   c) Paella
   d) Duty rosters
   e) Sauerbraten   [CO1][L-1]**4×**

PART-A

Q.2   a) Explain in detail the characteristics of Italian cuisine. What are the various types
         Pasta used in Italian cooking? (five types with description).   [CO2][L-5]1
       b) Chinese cuisine is divided into various culinary regions. Explain in detail.[CO1][L-2]1

Q.3   a) What are the various types of Icings and Toppings used in cake making? Give reci
         of Royal Icing.   [CO2][L-6]1
       b) What are the types of Frozen Desserts? List in detail the equipment used in th
         production of frozen desserts.   [CO1][L-2]1

Q.4   a) Explain the role of each ingredient in Bread making.   [CO2][L-3]1
       b) Explain in detail internal and external bread faults. Explain their causes ar
         remedies.   [CO1][L-2]1

PART-B

Q.5   a) Discuss about the popularity of French cuisine around the world. Indicate ar
         explain special ingredients used in French cooking.   [CO1][L-2]1
       b) Explain the importance of production planning and production scheduling in relatio
         to quality and quantity control in kitchen operations.   [CO1][L-2]1

Q.6   a) Develop job description of an Executive Chef of 5 Star Hotel.   [CO2][L-6]1
       b) Design a Kitchen Organization Structure for manpower requirements of 5 Star hot
         (Use French nomenclature for Job titles).   [CO1][L-2]**1**

Q.7   a) What is yield? Explain the importance of yield in kitchen operations.   [CO1][L-2]1
       b) Explain tempering of chocolate. Explain in detail the different types of chocolate.
                                                                              [CO1][L-2]1

End Semester Examination, Dec. 2021

B.Sc. (Hospitality and Hotel Administration) – Fifth Semester
FOOD AND BEVERAGE SERVICE (THEORY)-V (BHM-DS-602)

Time: 3 hrs.   Max Marks: **10**

No. of pages:

Note: *Attempt* **FIVE** *questions in all;* **Q.1 is compulsory**. *Attempt any* **TWO** *questions from* **PART-A** *and* **TWO** *questions from* **PART-B.** *Marks are indicated against each question.*

Q.1   Differentiate between:
   a) SPS and SOP.
   b) Main bar and dispense bar.
   c) Speed rail and bottle well.
   d) White lady and pink lady.
   e) Job description and Job specification.   [CO2,3][L-1]**4×**

PART-A

Q.2   Considering a 300 room hotel, prepare the duty roster of coffee shop of the hotel. Giv
       the job description of IRD supervisor.   [CO1][L-3]**2**

Q.3   What is back bar? Discuss its importance. List down 10 bar equipments.   [CO3][L-2]**2**

Q.4   What are the components of a cocktail? Discuss the role of each in detail. Classi
       cocktails.   [CO4][L-2]**2**

PART-B

Q.5   Write recipe for the following cocktails **(any four):**
   a) Margarita.
   b) Bloody Mary.
   c) Cuba Libre.
   d) Cosmopolitan.
   e) Mojito.   [CO3][L-2]**4×**

Q.6   Write down the SOP for receiving, seating, order taking, service and presenting the b
       to a guest in a specialty restaurant.   [CO2][L-3]**2**

Q.7   Define 'liqueurs'. Name 5 liqueurs with their country of origin, flavor and base spirit.
                                                                           [CO4][L-2]**2**

End Semester Examination, Dec. 2021

B.Sc. (Hospitality and Hotel Administration) – Fifth Semester
FRONT OFFICE (THEORY) (BHM-DS-603)

Time: 3 hrs.   Max Marks: **10**

No. of pages:

Note: *Attempt **FIVE** questions in all; **Q.1 IS COMPULSORY**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B.** Marks are indicated against each question.*

Q.1   Define the following terms:
a) Forecasting.
b) Availability control.
c) Forecasting formula.
d) Travel agents.
e) Dynamic pricing.
f) RSO.
g) Cost based pricing.
h) Revenue management.
i) Transient market.
j) Research.   [CO3][L-1]**2×1**

PART-A

Q.2   What are the different types of forecasting methods used by the hospitality industry?
                                                                      [CO4][L-2]**2**

Q.3   What is market research and purpose of market research? How does it affect the organization?   [CO1][L-2]**2**

Q.4   Briefly explain the following:
a) Demand generation.
b) Explain in detail the role played by the concierge.   [CO4][L-2]**10×**

PART-B

Q.5   Explain in detail Lobby management and its features. Draw the layout of a Lobby of a Star Hotel.   [CO4][L-2]**2**

Q.6   What is a distribution channel in hotel revenue management? Explain in details i features.   [CO2][L-3]**2**

Q.7   a) Calculate the following with the data provided:
- No-show percentage.
- Walk-in percentage.
- Understay percentage.
- Overstay percentage.