

End Semester Examination, May 2023
B. Sc. (Culinary Arts) – Second Semester
QUANTITY KITCHEN OPERATIONS (BCU-DS-201)

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 in brief:

- a) Differentiate between Lagan and Degh.
- b) Different types of fire extinguishers.
- c) Industrial catering.
- d) Institutional catering
- e) Four dishes made in Goan cuisine.

[CO1, 2, 3] [L2] **4×5**

PART-A

Q.2 a) What is quantity cooking? Explain its evolution over the time in India. [CO1] [L2] **10**
b) Name the various equipments used in quantity cooking with description of each. [CO1] [L2] **10**

Q.3 a) Give the working and importance of these equipments- combi oven, bulk boiler, bratt pan and walk in refrigerator. [CO2] [L2] **10**
b) Keeping in mind the case study of Bangla Sahib Gurudwara, explain how their working has evolved over the last two decades. [CO2] [L2] **10**

Q.4 a) Explain the importance, history and equipments used in the following cuisines (**any two**):
i) South Indian.
ii) Mughlai.
iii) Goan.
iv) Punjabi. [CO3] [L2] **5×2**
b) List out any ten Indian starters with one line description of each. [CO3] [L2] **10**

PART-B

Q.5 a) Define the Larder section of kitchen and its various functions. [CO3] [L2] **10**
b) List out the various components of sandwiches giving five examples of each component. [CO3] [L2] **10**

Q.6 a) What is convenience food? What is its importance for a fast developing economy? [CO4] [L2] **10**
b) What are the disadvantages of convenience food? Give examples of convenience food. [CO4] [L2] **10**

Q.7 Explain in detail the making of the following (**any four**):

- a) Sausage.
- b) Salami.
- c) Terrine.
- d) Galantine.
- e) Pate.

[CO4] [L2] **5×4**

End Semester Examination, May 2023
B. Sc. (Culinary Arts) – Second Semester
BASICS OF ROOMS DIVISION (THEORY) (BCU-DS-202)

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 Explain the following in brief:
- a) Pent house.
 - b) Suite.
 - c) GRA.
 - d) Bell desk.
 - e) Housekeeping control desk.
 - f) Tourism.
 - g) Powder room.
 - h) Ecotel.
 - i) Inbound tourism.
 - j) Hospitality.

2×10

PART-A

- Q.2 Why is there a need to classify the hotel? List down various ways in which we classify hotels and explain each of them. [CO2] [L1] **20**
- Q.3 What are different types of tariffs? Describe all of them. [CO1] [L1] **20**
- Q.4 What are the qualities that a front office personnel possesses? What are the different components of Front Office? [CO3] [L2] **20**

PART-B

- Q.5 Interdepartmental Communication is of prime importance when it comes to ensuring guest satisfaction. Discuss the coordination between the Front Office and the Housekeeping department in detail. [CO1] [L2] **20**
- Q.6 Discuss and describe the types of equipments with their examples and uses. [CO5] [L1] **20**
- Q.7 Explain and discuss the organizational structure of a large hotel with the job description of Front Office Manager, Concierge, Receptionists GRE. [CO4] [L4] **20**

End Semester Examination, May 2023
B.Sc. (Culinary Arts) – Second Semester
FACILITY PLANNING and MANAGEMENT (BCU-DS-203)

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 any **TWO** questions from **PART-B**. Marks are indicated against each question.*

Q.1 Explain the following terms:

- a) Competent management.
- b) Built-up area.
- c) Food storage.
- d) Type of customers.
- e) SPS.

[CO1] [L2] **4×5**

PART-A

Q.2 Explain seven major design considerations while designing a Hotel.

[CO1] [L1] **20**

Q.3 Explain the flow process and flow diagram procedure for determining space considering.

[CO2] [L2] **20**

Q.4 Explain the following:

- a) Heritage Hotels.
- b) 5-star Hotels.

[CO3] [L2] **10×2**

PART-B

Q.5 Explain the star classification of hotel in detail.

[CO1] [L1] **20**

Q.6 Explain the layout of commercial kitchens of hotels.

[CO2] [L2] **20**

Q.7 Explain the duties and responsibilities of the kitchen stewarding staff. Also, list the equipments used in kitchen stewarding department.

[CO3] [L2] **20**

End Semester Examination, May 2023

B. Sc. (Culinary Arts) – Second Semester

BASIC FINANCE (BCU-DS-204)

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 questions:

- a) Assets = Liabilities + Capital (*True/False*) 2
- b) State whether the following are assets or expenses:
 - i) Cash balance _____.
 - ii) Machinery _____.
 - iii) Rent paid _____.
 - iv) Telephone bills paid _____.
 - v) Debtors _____.2×5
- c) The balance sheet provides details of _____ as on a particular date. (Assets/Revenue/Expenses) 2
- d) Chronological record of business transaction is called Journal. (*True/False*) 2
- e) The full form of GAAP is _____. 2
- f) What is book keeping? [CO1, 3, 4] [L1] 2

PART-A

Q.2 Define accounting. Explain the principles of financial accounting in detail. [CO1,2][L1] 20

Q.3 Journalise the following transactions of ABC hotel Ltd.

- a) ABC started hotel business with cash ₹5,00,000 and building ₹10,00,000.
 - b) Furniture purchased ₹1,00,000 in cash for hotel.
 - c) Cash received ₹1,000 from sale of food items in bakery division.
 - d) Charge depreciation 10% p.a. on furniture.
 - e) Customer deposited ₹5,000 cash in bank for room booking.
 - f) Salary paid ₹4,000 to staff members in cash.
 - g) Electricity bill ₹1500 paid through cheque.
 - h) Material purchased ₹5,000 for kitchen in cash.
 - i) Cash deposited into bank ₹10,000.
 - j) Cash ₹500 paid to Sohan for maintenance of AC.
- [CO3, 4] [L4] 2×10

Q.4 Write short notes:

- a) Branches of accounts.
 - b) Three golden rules of accounting.
- [CO3, 4] [L2] 10×2

PART-B

Q.5 Explain the meaning, objectives and format of ledger of any hotel industry. [CO2,4][L2] 20

- Q.6
- a) Differentiate between 'sales account and sales books'.
 - b) Write a note on double entry system.
- [CO1, 3] [L2] 10×2

Q.7 Discuss the users of accounting information in detail. [CO1, 4] [L2] 20

End Semester Examination, May 2023

B. Sc. (Hospitality and Hotel Administration) – First Semester FOOD AND BEVERAGE PRODUCTION (THEORY)-I (BHM-DS-101)

Time: 3 hrs.

Max Marks: **100**

No. of pages: **2**

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

Q.1 Multiple choice questions:

- | | |
|----------------------------|--|
| a) Roux is a mixture of: | |
| i) Flour and eggs | ii) Flour and water |
| iii) Flour and Butter | iv) None of these |
| b) Mirepoix is: | |
| i) Herb | ii) Vegetable |
| iii) Thickening agent | iv) Cut of vegetable |
| c) Chalazae relates with: | |
| i) Vegetable | ii) Egg |
| iii) Fruit | iv) None of these |
| d) Braising is a: | |
| i) Kind of herb | ii) Kitchen tool |
| iii) Method of cooking | iv) Cleaning of kitchen |
| e) Bouquet Garni is: | |
| i) Sauce | ii) Name of soup |
| iii) Bunch of herbs | iv) None of these |
| f) A la Carte is: | |
| i) Meat | ii) Menu |
| iii) Vegetable | iv) Egg |
| g) Bechamel is a type of: | |
| i) Syrup | ii) Cake |
| iii) Pudding | iv) Sauce |
| h) Blanching is a type of: | |
| i) Baking | ii) Bleach |
| iii) Cooking | iv) Galantine |
| i) Mise-en-place is: | |
| i) Place to visit | ii) Place on night |
| iii) Everything on place | iv) Everything on Buffet |
| j) Chiffonade is | |
| i) Dish | ii) Equipment |
| iii) Sweet item | iv) Cut of vegetable[CO1, 2, 3] [L1, 2, 3] 2×10 |

PART-A

- Q.2 a) What are the attributes of a good chef? [CO2] [L2] **10**
b) List the importance of each item of a chef's protective clothing. [CO4] [L1] **10**
- Q.3 a) Define Mise-en-place and explain the techniques area in the pre-preparation. [CO2] [L2] **10**
b) Explain the "classical brigade" as propounded by chef Augustine Escoffier. [CO2] [L2] **10**
- Q.4 a) With the help of chart diagram explain the various methods of cooking.[CO2][L5] **10**
b) Explain the different types of pigments and the effect of heat on pigments. [CO3] [L2] **10**

PART-B

- Q.5 a) Explain 10 classical cuts of vegetables with diagram, size and uses. [CO2] [L4] **10**
b) How are vegetables classified? Discuss the effects of heat on vegetables. [CO3] [L2] **10**
- Q.6 a) Define 'stocks' and explain the elements of stock. [CO2] [L1] **10**
b) What are the care and precautions to be taken during the preparation and storage of stocks? [CO1] [L1] **10**
- Q.7 a) Draw neatly and label the structure of egg. [CO3] [L2] **10**
b) Give the uses of egg in cookery. [CO2] [L3] **10**

End Semester Examination, May 2023
B.Sc. (Hospitality & Hotel Administration) – First Semester
FOOD AND BEVERAGE SERVICE (THEORY)-I (BHM-DS-102)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 2

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

Q.1 Choose the correct option:

- a) In banquets, food is displayed on:
 - i) Sidestations
 - ii) Buffet Tables
 - iii) Sideboard
 - iv) All of the above
- b) Another name for sideboard is:
 - i) Sidetable
 - ii) Service table
 - iii) Dummy waiter
 - iv) Sidewaiter
- c) A half cup of coffee is called:
 - i) Double shot
 - ii) Single shot
 - iii) Half coffee
 - iv) None of the above
- d) Restaurant chairs must be so designed so that they can be stacked.
 - i) True
 - ii) False
- e) Size of white wine glass is:
 - i) 4 ounce
 - ii) 5 ounce
 - iii) 6 ounce
 - iv) 7 ounce
- f) Linen used to cover the table cloth is called:
 - i) Over cloth
 - ii) Under cloth
 - iii) Napron
 - iv) Serviette
- g) An F&B outlet where generally food is kept in semi-prepared form:
 - i) Coffee shop
 - ii) Room service
 - iii) Fast food outlet
 - iv) Bar
- h) French term for wine server is:
 - i) Wine expert
 - ii) Sommelier
 - iii) Maitre d' hotel
 - iv) Steward
- i) Tea comes in the category of:
 - i) Refreshing
 - ii) Stimulating
 - iii) Nourishing
 - iv) All of the above
- j) Food or beverage items not provided by kitchen are kept at.
 - i) Food pick-up area
 - ii) Stores object
 - iii) Pantry
 - iv) None of the above

2 × 10

PART-A

- Q.2 Write a brief note on history of Food and Beverage Service industry and growth of hotel industry in India. [CO1] [L2] **20**
- Q.3 Explain the hierarchy of a restaurant of 5 star hotel with its French equivalent. [CO3] [L2] **20**
- Q.4 Classify non-alcoholic beverages with suitable examples from each category. [CO1][L2] **20**

PART-B

- Q.5 Interdepartmental relationship is important for smooth functioning of the food and service department. Illustrate with suitable examples. [CO4] [L3] **20**
- Q.6 Briefly explain the following:
a) Specialty restaurant.
b) Food Pick-up area.
c) Linen room.
d) Bar. [CO4] [L1] **5×4**
- Q.7 Explain the process of tea-making with the help of flow-chart. Name 3 international brands of tea. [CO3] [L2] **20**

End Semester Examination, May 2023
B. Sc. (Hospitality & Hotel Administration) – First Semester
ROOMS DIVISION (THEORY)-I (BHM-DS-103)

Time: 3 hrs.

Max Marks: **100**

No. of pages: **2**

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 **Give the full form of the following abbreviations:**

- a) F.I.T
- b) G.I.T
- c) H.R.A.C.C
- d) F.H.R.A.I
- e) M.A.P.A.I
- f) DND
- g) WC
- h) OOO
- i) OC
- j) HK

[CO1] [L1] **1×10**

State whether the following statements are TRUE OR FALSE:

- k) An inbound tourist means an international traveler coming to a foreign country.
- l) Domestic tourism accounts for more revenue than international tourism in India.
- m) Adventure tourism does not exist in India.
- n) Franchise is a type of hotel classification based on ownership.
- o) I.H.C.L. is the oldest Indian hotel brand.
- p) Executive housekeeper is the head of the department.
- q) R2. is used to clean glasses.
- r) Vacuum cleaner is a manual equipment.
- s) R4 can be used to clean wooden surface.
- t) Scrubbing machine is a mechanical equipment.

[CO2] [L2] **1×10**

PART-A

- Q.2 a) Explain in detail the classification of hotels in India on the basis of location of the hotel property. [CO1] [L2] **10**
b) Enumerate and explain the different types of meal plans that the hotels offer. List down the inclusion of each of them. [CO2] [L2] **10**
- Q.3 a) Explain the 5-star classification of hotels in detail. What are the general features, facilities and services that are available in a 5-star hotel? [CO3] [L1] **10**
b) Define Housekeeping and explain its role in a 5-star hotel. [CO5] [L1] **10**
- Q.4 a) What are the types of rooms in a 5 star property? Explain at least 6 in your own words. [CO4] [L3] **10**
b) Being a housekeeping professional is a challenging role. Explain the attributes required in a housekeeping personnel. [CO4] [L2] **10**

PART-B

- Q.5 a) Explain the following with suitable examples:
i) Heritage hotels
ii) Spa resort
iii) Airport hotel
iv) Ecotels

[CO2] [L2] **2½×4**

- b) With the help of an arrow diagram, discuss the organization chart of front office department in a luxury hotel. Discuss in detail the job responsibilities of a Guest service associate. [CO3] [L1] **10**

- Q.6 a) Guests usually form the first impression of the hotel by their interaction with the front office staff of the hotel. What are the ten characteristic traits and qualities an FO professional must possess in order to have the guest form a lasting good impression about the hotel. [CO1] [L3] **10**
- b) Interdepartmental communication is of prime importance when it comes to ensuring guest satisfaction. Discuss the coordination between the front office and the housekeeping department in detail. [CO6] [L6] **10**
- Q.7 a) Discuss and describe the types of equipments with their examples and uses. [CO5] [L5] **10**
- b) Discuss in detail the cleaning agents to be used in housekeeping department with their series and uses. [CO4] [L4] **10**

End Semester Examination, May 2023
B.Sc. (Hospitality & Hotel Administration) – First Semester
Nutrition (BHM-DS-104)

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 Explain the following in brief:

- | | |
|-------------------------------|------------------------|
| a) Gelatinization. | [CO4] [L1] |
| b) RDA. | [CO3] [L2] |
| c) Emulsification. | [CO5] [L1] |
| d) Refining. | [CO2] [L3] |
| e) BMR. | [CO3] [L2] |
| f) Food processing. | [CO2] [L1] |
| g) SDA. | [CO3] [L2] |
| h) Dietary sources of energy. | [CO3] [L1] |
| i) Food pyramid. | [CO2] [L1] |
| j) Menu planning. | [CO2] [L1] 2×10 |

PART-A

- Q.2 a) Classify nutrients and explain them. [CO1] [L2] **10**
b) What are the functions of carbohydrates in our body? [CO2] [L2] **10**
- Q.3 a) Define 'energy'. Discuss the various factors affecting energy requirements. [CO2] [L2] **10**
b) Explain BMR as part of energy metabolism and the factors affecting them. [CO4] [L5] **10**
- Q.4 a) Enlist the various functions of water in maintaining good health. [CO2] [L2] **10**
b) "Balanced diet is important to live a healthy life". How far do you agree with this statement? [CO4] [L3] **10**

PART-B

- Q.5 a) Define 'enzymatic browning in food'. How will you prevent enzymatic browning reactions? [CO2] [L2] **10**
b) Enlist the methods to improve the quality of protein in food. [CO5] [L3] **10**
- Q.6 a) What are the objectives of food processing? Describe two food preservation methods. [CO2] [L2] **10**
b) Define emulsion. Discuss two types of emulsion (O/W, W/O). [CO3] [L4] **10**
- Q.7 a) What are the various factors that affect menu planning in relation to nutrition? [CO2] [L3] **10**
b) What are fats and oils? Differentiate between them. [CO5] [L4] **10**

End Semester Examination, May 2023
B.Sc. (Hospitality & Hotel Administration) – First Semester
TRAVEL AND TOURISM (BHM-DS-105)

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 any **TWO** questions from **PART-B**. Marks are indicated against each question.*

Q.1 Answer the following questions:

- a) Tourist.
- b) Inbound tourism.
- c) IATO.
- d) TAAI.
- e) Transit traveler.
- f) Tourist destination.
- g) FHRAI.
- h) Responsible tourism.
- i) Tourist guides.
- j) International tourism.

[CO3] [L1] **2×10**

PART-A

Q.2 Analyse the role of tourism in nation building. Give relevant examples for the same.
[CO4] [L2] **20**

Q.3 What is tourism? Explain in detail different types of tourism with suitable examples.
[CO1] [L2] **20**

Q.4 Explain the following questions:
a) Qualities of a hospitality professional.
b) Sustainable tourism.
[CO4] [L2] **10×2**

PART-B

Q.5 Explain the different tourist attractions in India. Explain their significance in detail.
[CO4] [L2] **20**

Q.6 Explain in detail the various aspects of tourism marketing.
[CO2] [L1] **20**

Q.7 Why India is called incredible India? What is meant by incredible India? What makes India incredible?
[CO2] [L1] **20**

End Semester Examination, May 2023
B.Sc. (Hospitality & Hotel Administration) – Second Semester
FOOD AND BEVERAGE PRODUCTION (THEORY)-II (BHM-DS-201)

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 Explain the following in brief:

- a) Abats
- b) Rigor-mortis
- c) Laminated pastries
- d) Fillet
- e) Croquette
- f) Beurre
- g) Gluten
- h) Minestrone
- i) Goujon
- j) Docking

[CO2] [L2] **2×10**

PART-A

- Q.2 a) Write the composition of milk. Briefly explain the benefits of homogenized milk. [CO2] [L2] **10**
b) Explain step by step cheese manufacturing process. List five international cheeses with their uses. [CO4] [L3] **10**
- Q.3 a) Draw general layout of a commercial kitchen. [CO1] [L2] **10**
b) Draw the layout of service and wash-up area. [CO3] [L2] **10**
- Q.4 a) Draw a neat diagram and label the different cuts of Beef or Mutton with French name, uses and approx weight. [CO2] [L2] **10**
b) Draw a neat diagram and label the different cuts of Pork or Veal or Mutton with French name, uses and approx weight. [CO3] [L2] **10**

PART-B

- Q.5 a) Name and explain Ten classical cuts of fish. [CO3] [L2] **10**
b) What are the quality points to be checked while selecting fish and shellfish? [CO2] [L2] **10**
- Q.6 a) Classify Rice and discuss the different methods of cooking rice. [CO2] [L2] **10**
b) Write short notes on:
i) Short Crust Pastry
ii) Choux Pastry [CO1] [L1] **5×2**
- Q.7 a) Draw a neat diagram and label the different parts of a wheat grain. Name different flours and their uses in detail. [CO2] [L3] **10**
b) List the ingredients used in bread making. Explain role of each ingredients. [CO2] [L2] **10**

End Semester Examination, May 2023
B.Sc. (Hospitality & Hotel Administration) – Second Semester
FOOD AND BEVERAGE SERVICE (THEORY)-II (BHM-DS-202)

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 Define the following terms:

- a) Kiosk.
- b) A la Carte Menu.
- c) Cigar.
- d) Potage.
- e) Humidor.
- f) Menu planning.
- g) Carousel.
- h) Tobacco.
- i) BOT.
- j) Bundles.

[CO1] [L1] **2×10**

PART-A

Q.2 Classify cigars on the basis of their shapes. What are the different parts of a cigar? Describe the different methods of curing. [CO2] [L2] **20**

Q.3 Differentiate between Mise-en-Place and Mis-en-Scene. [CO2] [L1] **20**

Q.4 Name any five types of KOTS. What are the important functions of KOT? Discuss the triplicate system of checking. [CO3] [L2] **20**

PART-B

Q.5 Give any ten opening duties and ten closing duties of a restaurant done by the stewards. [CO4] [L4] **20**

Q.6 Describe the different styles of services that are being used in the hotels and restaurants. [CO4] [L2] **20**

Q.7 Define 'menu'. Describe the different types of menus. [CO3] [L2] **20**

End Semester Examination, May 2023
B.Sc. (Hospitality & Hotel Administration) – Second Semester
ROOMS DIVISION (THEORY)-II (BHM-DS-203)

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 Explain the following:
- a) Light Traps.
 - b) Ecotel.
 - c) Log book.
 - d) Green Housekeeping.
 - e) Housekeeping Control Desk.
 - f) Skipper.
 - g) Cutoff date.
 - h) Locking a room.
 - i) Wash Down.
 - j) No Post.

2×10

PART-A

- Q.2 Suppose you are a reservation incharge at hotel ABC. While attending the reservation call from a guest, you found that she has queries regarding whether she should guarantee her booking.
- a) Briefly explain about the benefits of guaranteed reservation.
 - b) Explain the different modes of reservation.
- [CO1] [L4] **20**
- Q.3 What do you understand by Guest Cycle? Describe the five phases of the Guest Cycle.
- [CO3] [L2] **20**
- Q.4 Describe in detail, the complete registration process for following type of guests: FIT, GIT, and VIP. Also explain the procedure of rooming the guest.
- [CO2] [L2] **20**

PART-B

- Q.5 Being a Control Desk Supervisor, illustrates the steps to be followed while handling telephone calls and room transfers.
- [CO5] [L3] **20**
- Q.6 Being an Executive Housekeeper analyzes the role of ergonomics in housekeeping department and discuss the preventive measure of WMSD.
- [CO6] [L4] **20**
- Q.7 "Five Globe Certification and Green Housekeeping plays a vital role in environment conservation". Explain in detail.
- [CO4] [L2] **20**

End Semester Examination, May 2023
B.Sc. (Hospitality & Hotel Administration) – Second Semester
OPERATIONAL SAFETY AND HACCP (BHM-DS-205)

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 Describe the term: OHS, its objectives and common accidents in detail. **20**

PART-A

Q.2 Explain Different types of Hazards with examples. [CO1] [L1] **20**

Q.3 Explain Micro Organism and its types. [CO3] [L2] **20**

Q.4 What is S.O.P and give one example of S.O.P while working in kitchen? [CO2] [L3] **20**

PART-B

Q.5 What is FSSAI and its golden rules? [CO6] [L4] **20**

Q.6 Explain the term: USPH. [CO5] [L5] **20**

Q.7 Explain the term: Swach Bharat Abhiyan and its inauguration in India. [CO4] [L5] **20**

End Semester Examination, May 2023
B.Sc. (Hospitality and Hotel Administration) – Fourth Semester
FOOD AND BEVERAGE PRODUCTION (Theory) – III (BHM-DS-401)

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 Name 10 Indian spices and 10 Herbs. [CO1] [L1] **20**

PART-A

Q.2 What is requisition sheet prepare a requisition of Phirni for 2 pax? [CO1] [L1] **20**

Q.3 Prepare a food cost and selling price of Phirni for 1 pax. [CO3] [L2] **20**

Q.4 What is MENU PLANNING using menu engineering? [CO2] [L3] **20**

PART-B

Q.5 Explain the term volume feeding:

- a) Kohlapuri Masala.
- b) Sambar Masala.
- c) Idyappam.
- d) Lai Mass.
- e) South Chutney.

[CO6] [L4] **4×5**

Q.6 Elaborate on airlines catering. [CO5] [L5] **20**

Q.7 For inspection purpose name different areas which are mandatory for restaurant opening. [CO4] [L5] **20**

End Semester Examination, May 2023
B.Sc. (Hospitality and Hotel Administration) – Fourth Semester
FOOD AND BEVERAGE SERVICE (THEORY)-III (BHM-DS-402)

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 in brief:

- 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 by 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 × 20**

PART-A

Q.2 What is sparkling wine? Explain method champenoise. Give any five international brands of champagne. [CO2] [L2] **20**

Q.3 Give any ten difference between Red wine and white wine. [CO1] [L1] **20**

Q.4 What is whisky? Discuss the various types of whisky. Explain the production of Scotch whisky. [CO3] [L3] **20**

PART-B

Q.5 Define 'Beer'. Explain the process of making beer. Give the role of each ingredient in the production of beer. [CO1] [L2] **20**

Q.6 What is wine? How do you classify wines? Explain the factors influencing the character of wine. [CO1] [L1] **20**

Q.7 Name any ten glasses with their capacity. [CO1] [L2] **20**

End Semester Examination, May 2023
B.Sc. (Hospitality and Hotel Administration) – Fourth Semester
ROOMS DIVISION (THEORY)-III (BHM-DS-403)

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 Describe the following in brief:

- a) Outsourcing.
- b) Green housekeeping.
- c) Ikebana.
- d) Effective staffing.
- e) Housekeeping control desk.
- f) Safety.
- g) Key control.
- h) POS.
- i) CRS.
- j) Folio.

[CO2] [L1] **2×10**

PART-A

Q.2 Name different types of folio and explain each of them in detail. Draw the format of guest folio. [CO3] [L2] **20**

Q.3 What is PMS? Describe all its modules in detail. List a few examples of PMS. [CO2] [L3] **20**

Q.4 Describe the 3Es of safety. What are the different steps taken by the hotel to ensure safety and security of guest, staff, and the property? [CO1] [L2] **20**

PART-B

Q.5 Being a housekeeper discusses the points you will consider while selecting uniforms for your staff. [CO5] [L4] **20**

Q.6 Being a florist which all tools you will use to make a flower arrangement for a banquet function. [CO4] [L6] **20**

Q.7 Describe the role of contract service in housekeeping department. [CO6] [L3] **20**

End Semester Examination, May 2023
B.Sc. (Hospitality & Hotel Administration) – Fourth Semester
FOOD AND BEVERAGE CONTROL (BHM-DS-404)

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 Describe the following:
- a) Standard operating procedure.
 - b) Food cost.
 - c) Purchasing.
 - d) Bin cards.
 - e) Requisition.
 - f) Receiving report.
 - g) Sales control.
 - h) Wholesaler.
 - i) Beverage control.
 - j) Par stock.

[CO1] [L1] **2×10**

PART-A

- Q.2 What are the key points to be kept in mind while selecting a supplier for purchasing? Enlist and describe the various methods of purchasing used by hotels. [CO2] [L2] **20**
- Q.3 Describe the different stages that are part of the F&B control. [CO2] [L3] **20**
- Q.4 What are the objectives of storing control? List the important points of care and maintenance of stores. [CO3] [L2] **20**

PART-B

- Q.5 List any five equipment that is used for portion control with their uses. Give the importance of receiving in F&B Control. [CO4] [L2] **20**
- Q.6 Define 'budget'. Write the objectives and advantages of budgetary control. [CO3][L1] **20**
- Q.7 Draw neat layout of a hotel store room. What are the measures we can take for maintaining the hygiene and cleanliness of the store room? [CO4] [L2] **20**

End Semester Examination, May 2023
B.Sc. (Hospitality & Hotel Administration) – Fourth Semester
FACILITIES MANAGEMENT (THEORY) (BHM-DS-405)

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 Explain 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] **2×10**

PART-A

- Q.2 Discuss in detail 'Kitchen Layout' and why is it important for the organization? Also draw different types of kitchen layouts and explain the advantages and disadvantages of each of them. [CO4] [L2] **20**
- Q.3 Explain in detail 'facility planning'. Describe the flow of traffic in front and back area of an organisation. [CO1] [L5] **20**
- Q.4 Explain the following:
- a) System and equipment used in security.
 - b) Consumer centric services.
- [CO4] [L2] **10×2**

PART-B

- Q.5 Why is fuel management important? Explain the benefits of fuel management in detail. [CO4] [L2] **20**
- Q.6 Being the Head of security department of a hotel, what would be your role in ensuring the security of the hotel. [CO2] [L3] **20**
- Q.7 Why is energy conservation important? What steps would you take to conserve energy? [CO3] [L1] **20**

End Semester Examination, May 2023
B.Sc. (Hospitality and Hotel Administration) – Fifth Semester
PRINCIPLES OF MANAGEMENT (BHM-DS-504)

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 any **TWO** questions from **PART-B**. Marks are indicated against each question.*

Q.1 "Principles of management are universal in nature", explain in detail using examples.
[CO2] [L2] **20**

PART-A

Q.2 Analyse the concept of "Process" in management in detail. [CO2] [L4] **20**

Q.3 Elaborate on the concept of Vision, Mission and Objectives. [CO4] [L2] **20**

Q.4 "Planning is one of the key functions of management". Explain it in detail. [CO3] [L2] **20**

PART-B

Q.5 Explain the importance of personality in detail, what traits are important for a hospitality personnel? [CO4] [L2] **20**

Q.6 "Communication and feedback are critical control mechanisms". Explain in detail.
[CO2] [L2] **20**

Q.7 "Management is an art to form strong teams". Explain the importance of team work and how a manager can create it? [CO2] [L4] **20**

End Semester Examination, May 2023
B.Sc. (Hospitality and Hotel Administration) – Sixth Semester
FOOD AND BEVERAGE PRODUCTION (Theory) – V (BHM-DS-601)

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 Name 10 Sauces found in Western Cuisine. [CO1] [L1] **20**

PART-A

Q.2 For inspection purpose name different areas which are mandatory for production planning. [CO1] [L1] **20**

Q.3 Prepare a food cost of Mayonnaise Sauce. [CO2] [L1] **20**

Q.4 Explain the term organoleptic. [CO2] [L3] **20**

PART-B

Q.5 What's the job description of every kitchen staff? [CO6] [L4] **20**

Q.6 Prepare a selling price of Kheer with proper formula:
a) Yield %
b) Food cost
c) Selling price
d) FIFO
e) Hot and sour soup [CO5] [L5] **4×5**

Q.7 Calculate the usable yield % if AP = 500 gm and EP = 260 gm. [CO4] [L5] **20**

End Semester Examination, May 2023
B.Sc. (Hospitality and Hotel Administration) – Sixth Semester
FOOD AND BEVERAGE SERVICE (THEORY) – V (BHM-DS-602)

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 Define the following terms:

- a) Liqueurs.
- b) Bar stock.
- c) Cellar.
- d) Dispense bar.
- e) Cocktail.
- f) Bar counter.
- g) Bartender.
- h) Sommelier.
- i) Muddler.
- j) Bar frauds.

[CO1] [L1] **2×10**

PART-A

Q.2 Define 'Bar'. What are the different types of bar that can be seen in Star Hotels?
[CO2] [L2] **20**

Q.3 Draw the layout of a Bar and explain sections of a Dispense Bar. [CO2] [L4] **20**

Q.4 Describe the various categories of cocktail techniques. [CO3] [L2] **20**

PART-B

Q.5 Give the duties and responsibilities of a Bar Manager. Give five opening and closing duties of a bar. [CO4] [L4] **20**

Q.6 Mention the names of common ingredients that are used for making cocktails. Give any three recipes of cocktail. [CO4] [L2] **20**

Q.7 Define 'bitters'. Give the different types of liqueurs with two examples of each. [CO3] [L2] **20**

End Semester Examination, May 2023

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

FRONT OFFICE (THEORY) - I (BHM-DS-603)

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 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] [L1] **2×10**

PART-A

Q.2 What are the different types of forecasting methods used by the Hospitality Industry?
[CO4] [L2] **20**

Q.3 Describe in detail the emergency protocol and evacuation processes followed by a 5 Star Hotel.
[CO1] [L2] **20**

Q.4 Explain the following:
a) Dynamic pricing and its advantages.
b) Explain in detail the role played by the concierge.
[CO4] [L2] **10×2**

PART-B

Q.5 Explain in detail Lobby management and its features. Draw the layout of a Lobby of a 5 Star Hotel.
[CO4] [L2] **20**

Q.6 What is a Distribution Channel in hotel revenue management? Explain in details its features.
[CO2] [L3] **20**

Q.7 a) Calculate the following with the data provided:

- i) No-show percentage.
- ii) Walk-in percentage.
- iii) Understay percentage.
- iv) Overstay percentage.

Hotel ABC										
Occupancy History										
First week of June 2015										
Day	Date	In-house guests	Arrivals	Walk-ins	Heservations	No-shows	Occupied rooms	Overstay	Understays	Check-outs
Sun	1/6	120	75	15	70	5	95	7	1	35
Mon	2/6	150	50	20	45	10	120	9	5	45
Tue	3/6	175	65	18	50	12	115	12	4	34
Wed	4/6	115	55	16	45	9	90	5	3	75
Thu	5/6	85	40	9	35	7	50	3	0	85
Fri	6/6	80	25	7	25	5	55	2	8	21
Sat	7/6	50	15	15	15	2	40	4	5	40
Total		775	325	100	285	50	565	42	26	335

[CO1] [L2] **10**

b) List down the activities done by front office personnel in maximizing revenue.

[CO1] [L2] **10**

End Semester Examination, May 2023
B.Sc. (Hospitality and Hotel Administration) – Sixth 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 Describe the following in brief:

- 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.

[CO2] [L1] **2×10**

PART-A

Q.2 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. [CO1] [L3] **20**

Q.3 Discuss the element of design with the help of examples. Also discuss the use of these elements in interior decoration. [CO2] [L1] **20**

Q.4 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. [CO1] [L4] **20**

PART-B

Q.5 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. [CO2] [L4] **20**

Q.6 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. [CO2] [L1] **20**

Q.7 Window treatment increases the beauty of walls and is functional too. Discuss three types of Stiff window treatments used in interior designing. [CO2] [L3] **20**

End Semester Examination, May 2023
B.Sc. (Hospitality and Hotel Administration) – Sixth Semester
HOSPITALITY LAW (BHM-DS-605)

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 a) Discuss the salient features of the food safety and standards Act, 2006.
b) Discuss the Laws related to hospitality industry of India. [CO1] [L4] **10×2**

PART-A

- Q.2 Define the term 'agreement'. And discuss the classification of contracts. [CO4] [L2] **20**
- Q.3 Highlight the committees constituted under the food safety and standards Act, 2006 and analyze the responsibilities of the committee. [CO3] [L5] **20**
- Q.4 What is the shops and establishments Act? Evaluate the provisions related to wages. [CO1] [L2] **20**

PART-B

- Q.5 Discuss the procedure for redressal of grievances under consumer protection Act. [CO2] [L5] **20**
- Q.6 Discuss the provisions regarding prevention and control of environment pollution as per environment protection Act. [CO2] [L1] **20**
- Q.7 What do you understand by food adulteration? Explain the compensatory remedies that the victim of food adulteration can avail under the food safety and standards Act, 2006. [CO3] [L3] **20**

End Semester Examination, May 2023
B.Sc. (Hospitality and Hotel Administration) – Sixth Semester
HUMAN RESOURCE MANAGEMENT (BHM-DS-606)

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 Describe the following in brief:
- | | |
|-------------------------------------|-------------------------|
| a) Human resource development. | [CO1] [L1] |
| b) Human resource manager. | [CO1] [L1] |
| c) Errors in performance appraisal. | [CO3] [L1] |
| d) Human resource management. | [CO1] [L1] |
| e) Potential appraisal. | [CO3] [L1] |
| f) Selection. | [CO2] [L1] |
| g) External source of recruitment. | [CO2] [L1] |
| h) Aptitude testing. | [CO3] [L1] |
| i) Orientation. | [CO2] [L1] |
| j) Recruitment. | [CO2][L1] 2 × 10 |

PART-A

- Q.2 Compare performance appraisals with potential appraisals used for managing performances in an organization. [CO1][L5] **20**
- Q.3 Explain the principles of human resource approach. [CO1][L2] **20**
- Q.4 Examine the emerging role of human resource management in present scenario. [CO2][L3] **20**

PART-B

- Q.5 Describe human resource development and discuss its functions in HRM. [CO3][L2] **20**
- Q.6 Analyze the sources of recruitment and compare the advantages and disadvantages of internet recruitment. [CO2][L4] **20**
- Q.7 Being an HR Manager how you will deal with the challenges associated with managing human resource in your organization. [CO3][L3] **20**

End Semester Examination, May 2023
B. Sc. (Hospitality and Hotel Administration) – Sixth Semester
HOSPITALITY SALES AND MARKETING (BHM-DS-607)

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 Explain the evolution of sales and marketing as a specialized function of the hospitality industry? [CO1] [L2] **20**

PART-A

- Q.2 Categorise the products of sales and marketing from the point of view of a 5 star hotel. [CO2] [L4] **20**

- Q.3 Retention of a customer is as important as getting a new one, Explain in detail. [CO2] [L2] **20**

- Q.4 Explain SWOT analysis, how does it help an organization? [CO2] [L2] **20**

PART-B

- Q.5 Evaluate the different factors that affect buying behaviour of a guest. [CO2] [L2] **20**

- Q.6 Explain why forecasting acts as an important tool for the hospitality industry? [CO1] [L2] **20**

- Q.7 Explain and elaborate on how digitalization affected sales and marketing? [CO2] [L2] **20**

End Semester Examination, May 2023

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

VALUES, ETHICS AND CSR (BHM-DS-608)

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 Explain on how values, ethics and CSR impact corporate value? Use examples to support your explanation. [CO3] [L2] **20**

PART-A

- Q.2 Elaborate on the importance of ethics for a positive work culture. What are the benefits of working in an organization high on ethics? [CO4] [L2] **20**

- Q.3 Explain what are code of ethics, how they benefit an employee of a diverse industry like hospitality? [CO3] [L2] **20**

- Q.4 What is corporate social responsibility, what is the need for an employee to understand this? [CO1] [L3] **20**

PART-B

- Q.5 Explain the concept of whistle blowing in an organization. [CO3] [L2] **20**

- Q.6 Explain the concept of privacy, why is it essential for a hospitality employee in specific to understand this? [CO3] [L2] **20**

- Q.7 If stuck in a situation of discrimination or harassment, what steps can an employee take? [CO2] [L4] **20**