

End Semester Examination, Dec. 2023

B. Sc. (Culinary Arts) – First Semester

BASIC CULINARY THEORY (BCU-101)

Time: 3 hrs.

Max Marks: **100**

No. of Pages: 2

Note: Attempt **Four** 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 **Multiple choice questions:**

- | | | |
|----------------------------|--------------------------|--------------|
| a) Roux is a mixture of: | | [CO-2] [L-3] |
| i) Flour and eggs | ii) Flour and water | |
| iii) Flour and Butter | iv) None of the above | |
| b) Mirepoix is: | | [CO-2] [L-1] |
| i) Herb | ii) Vegetable | |
| iii) Thickening agent | iv) Cut of vegetable | |
| c) Chalazae relates with: | | [CO-2] [L-1] |
| i) Vegetable | ii) Egg | |
| ii) Fruit | iv) None of the above | |
| d) Braising is a: | | [CO-2] [L-3] |
| i) Kind of herb | ii) Kitchen tool | |
| iii) Method of cooking | iv) Cleaning of kitchen | |
| e) Bouquet Garni is: | | [CO-2] [L-1] |
| i) Sauce | ii) Name of soup | |
| iii) Bunch of herbs | iv) None of the above | |
| f) A la Carte is: | | [CO-1] [L-1] |
| i) Meat | ii) Menu | |
| iii) Vegetable | iv) Egg | |
| g) Béchamel is a type of: | | [CO-3] [L-2] |
| i) Syrup | ii) Cake | |
| iii) Pudding | iv) Sauce | |
| h) Blanching is a type of: | | [CO-2] [L-1] |
| i) Baking | ii) Bleach | |
| iii) Cooking | iv) Galantine | |
| i) Mise-en-place is: | | [CO-2] [L-1] |
| i) Place to visit | ii) Place on height | |
| iii) Everything on place | iv) Everything on Buffet | |
| j) Chiffonade is _____. | | [CO-2] [L-2] |
| i) Dish | ii) Equipment | |
| iii) Sweet item | iv) Cut of vegetable | 2×10 |

PART-A

- Q.2 a) Explain 10 classical cuts of vegetables with diagram, size and uses. [CO-2] [L-4] **10**
b) How are vegetables classified? Discuss the effects of heat on vegetables. [CO-3] [L-2] **10**
- Q.3 a) Define stocks and explain the elements of stock. [CO-2] [L-1] **10**
b) What are the care and precautions to be taken during the preparation and storage of stocks? [CO-1] [L-1] **10**
- Q.4 a) Draw and label neatly the structure of egg. [CO-3] [L-2] **10**
b) Give the uses of egg in cookery. [CO-2] [L-3] **10**

P.T.O.

PART-B

- Q.5 a) What are the attributes of a good chef? [CO-2] [L-2] **10**
b) List the importance of each item of a chef's protective clothing. [CO-4] [L-1] **10**
- Q.6 a) Define DMise-en-place and explain the techniques used in the pre-preparation. [CO-3] [L-2] **10**
b) Explain the "Classical Brigade" as propounded by Chef Augustine Escoffier. [CO-2] [L-2] **10**
- Q.7 a) With the help of chart diagram explain the various methods of cooking. [CO-2] [L-5] **10**
b) Explain the different types of pigments and the effect of heat on pigments. [CO-3] [L-2] **10**

End Semester Examination, Dec. 2023

B. Sc. (Culinary Arts) – First Semester

F&B SERVICE FOUNDATION (BCU-102)

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) Another name of side board.
- b) Minimum fall from the edge of the table.
- c) Capacity of breakfast cup.
- d) Capacity of demitasse cup.
- e) Size of full plate.
- f) Another name of fish plate.
- g) Another name of quarter plate.
- h) Standard height of a table.
- i) French term for Waiter.
- j) French term for Wine waiter.

[CO-1][L-2] **2×10**

PART-A

Q.2 Give any 15 F&B equipment's name with their uses.

[CO-2][L2] **20**

Q.3 Draw the organization chart of food & beverage department of 5-star hotel. Explain the duties and responsibilities of Head Waiter.

[CO-3][L1] **20**

Q.4 What are the areas that come in ancillary department in hotels? Describe two functions of each.

[CO-3][L-3] **20**

PART-B

Q.5 Discuss the following:

- a) Coordination of F&B department with another department of hotel.
- b) Attributes of a steward.

[CO-3][L-2] **20**

Q.6 What are the different types of food and beverage outlets? Give two examples of each outlet.

[CO-4][L3] **20**

Q.7 What do you mean by food and beverage? Discuss on the growth of hotel industry in India.

[CO-2][L2] **20**

End Semester Examination, Dec. 2023
B. Sc. (Culinary Arts) – First Semester
BASIC BAKERY AND PASTRY THEORY (BCU-103)

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 questions:

- | | |
|-------------------|-------------------------|
| a) Improver. | [CO-1][L-1] |
| b) Cocoa. | [CO-1][L-1] |
| c) Margarine. | [CO-2][L-1] |
| d) Proofing. | [CO-2][L-1] |
| e) Bread mold. | [CO-2][L-3] |
| f) Yeast. | [CO-4][L-3] |
| g) Fermentation. | [CO-4][L-3] |
| h) Working table. | [CO-4][L-2] |
| i) Gluten. | [CO-3][L-2] |
| j) Sugar. | [CO-3][L-1] 2×10 |

PART-A

Q.2 Explain the organizational chart of bakery department. [CO-4][L-2] **20**

Q.3 Explain the scope of bakery and confectionary in modern world. [CO-3][L-1] **20**

Q.4 Draw a layout of a commercial bakery with labeling and explain. [CO-1][L-3] **20**

PART-B

Q.5 Explain yield management and its advantages. [CO-4][L-3] **20**

Q.6 Write a recipe choux pastry and puff pastry. [CO-2][L-2] **20**

Q.7 Explain all the utensil's used in bakery and confectionary. [CO-4][L-3] **20**

End Semester Examination, Dec. 2023

B. Sc. (Culinary Arts) - First Semester

BASICS OF HOSPITALITY MARKETING AND ENTREPRENEURSHIP (BCU-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 **TWO** questions from **PART-B**. Marks are indicated against each question.

Q.1 Answer the following:

- | | |
|------------------------------|-------------------------|
| a) Product. | [CO-1][L-1] |
| b) Market. | [CO-3][L-1] |
| c) Customer. | [CO-4][L-1] |
| d) Promotion. | [CO-3][L-1] |
| e) Entrepreneurship. | [CO-4][L-1] |
| f) Place. | [CO-2][L-1] |
| g) Hospitality Market. | [CO-1][L-1] |
| h) Hotel. | [CO-1][L-1] |
| i) Advertisement. | [CO-2][L-1] |
| j) Social Media Advertising. | [CO-1][L-1] 2×10 |

PART-A

- Q.2 What do you understand by hospitality? Name any 5 types of hotels. [CO-4] [L-2] **20**
- Q.3 Why advertising is important for product sales. Name any two modes of advertising. [CO-1] [L-2] **20**
- Q.4 Hospitality professional is a very fine category of personnel. Explain attributes of a good hospitality professional [CO-4] [L-2] **20**

PART-B

- Q.5 Product plays a very vital role in the business. Differentiate tangible product from intangible product with examples. [CO- 4] [L-2] **20**
- Q.6 Why is hospitality marketing important? Explain in detail the various aspects of hospitality marketing. [CO-2] [L-1] **20**
- Q.7 Design a marketing plan for your 70 pax fast food joint. Also explain the modes of advertisement you will prefer to advertise your product. [CO-2] [L-1] **20**

End Semester Examination, Dec. 2023
B. Sc. (Culinary Arts) –First Semester
FOOD NUTRITION AND HYGIENE (BCU-106)

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) Nutrition.
- b) Mal nutrition.
- c) Choosing the right shoes.
- d) Chef caps.
- e) Minerals in food.
- f) Underweight.
- g) Dry storage.
- h) Store supervisor.
- i) Food groups.
- j) Nail paint.

[CO-3] [L-2] **2×10**

PART-A

Q.2 What is a balanced diet? Explain in detail the constituents of a balanced diet.

[CO-1][L-1] **20**

Q.3 Why is personal hygiene and sanitation so important for a chef? Explain the rules to be followed before entering a kitchen and while working in the kitchen related to the same.

[CO-2][L-2] **20**

Q.4 What is nutrition? Explain the concept of optimum nutrition, under nutrition and over nutrition.

[CO-2][L-2] **20**

PART-B

Q.5 What is a uniform? Explain the components of a chef uniform and role of each.

[CO-1][L-1] **20**

Q.6 Explain the sources and effect of deficiency of Carbohydrates, fats, proteins, minerals and vitamins.

[CO-3][L-2] **20**

Q.7 What are the aims and objectives of cooking?

[CO-4][L-2] **20**

End Semester Examination, Dec. 2023

B.Sc. (Culinary Arts) – First Semester

CULINARY FRENCH (BCU-107)

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.

SECTION-A COMPRÉHENSION ÉCRITE

1. Lisez le passage et répondez aux questions. (Read the passage and answer to the questions)

Bonjour! Je m'appelle Pauline. Je suis française et j'ai quinze ans. Je vais à l'école à Lyon, mais j'habite à Nantes. J'ai un frère. Mon père est Italien. Ma mère est française. Mon frère et moi, nous parlons Français, Italien et anglais à la maison. Nous avons une petite maison avec deux chiens et un chat.

Mes grands-parents habitent en Italie. Le mois prochain, nous allons visiter à nos grands-parents. Mon grand-père a 76 ans et ma grand-mère a 70 ans. Ils sont vieux et gentils. Ma grand-mère fait les plats délicieux.

La vocabulaire

a) Endroits- places b) rendons- to pay c) plats- meals/dishes

A. Dites Vrai ou Faux. (Tell True or False) 4

- i) Pauline a deux chiens. _____
- ii) L'école de Pauline est à Lille. _____
- iii) Pauline a une grande maison. _____
- iv) Les grands-parents de Pauline sont vieux. _____

B. Répondez aux questions : (Answer to the questions)

- i) Quelle est la nationalité de père de Pauline? 1
_____.
- ii) Décrivez en 2 lignes les grands-parents de Pauline. 2
_____.

C. Donnez l'infinitif des verbes donnés. (Give the infinitive of the given verbs) 3

- i) Avons _____
- ii) Habitent _____
- iii) Vais _____

Section B Expression Écrite

P. T. O

2. **Présentez – vous en 10-12 lignes (Present yourself in 10-12 lines.) [CO3][L6] (10)**

OU

Décrivez votre ami(e) (Describe your friend)

3. **Traduisez les phrases. (CO2) (L4)**

(6)

(Translate the phrases)

- a) Il fait chaud.
_____.
- b) It is snowing.
_____.
- c) It is cold.
_____.
- d) Il fait du vent
_____.
- e) It is stormy.
_____.
- f) Il gèle
_____.

Section - C
Grammaire

4. **Conjuguez les verbes. (CO3,4) (L2)**

(10)

(Conjugate the verbs)

- a) Je _____ (**regarder**) les films anglais?
- b) Ils _____ (**avoir**) deux stylos?
- c) La fille _____ (**aller**) à l'école.
- d) Paul _____ (**écouter**) de la musique.
- e) Ria et Riaz _____ (**Chanter**) ensemble.
- f) Je _____ (**être**) indienne.
- g) Nous _____ (**rester**) au bureau.
- h) Il _____ (**jouer**) au cricket.
- i) Paul et Kia _____ (**travailler**) d'êt.
- j) Elle _____ dix ans (**avoir**)

5. Remplissez les blancs. (CO2) (L3)

(10)

(Fill in the blanks.)

- a) _____ est le premier jour de la semaine.
- b) Novembre est le _____ mois de l'année.
- c) _____ est le deuxième mois de l'année.
- d) Dimanche est le _____ jour de la semaine.
- e) _____ est le dernier mois de l'année.
- f) _____ est le troisième mois de l'année.
- g) Juin est le _____ mois de l'année.
- h) _____ est le quatrième jour de la semaine.
- i) _____ est le huitième mois de l'année.
- j) Octobre est le _____ mois de l'année.

6. Traduisez les phrases en français. (CO2) (L4)

(5)

(Translate the sentences in French.)

- a) How are you? (Informal)
_____.
- b) There are twelve months in a year.
_____.
- c) What is your age? (Informal)
_____.
- d) What is your name? (Informal)
_____.
- e) What is your nationality? (Formal)
_____.

7. Complétez avec les articles définis. (CO4) (L4)

(5)

(Complete with definite articles-le, la, l', les)

- a) C'est _____ anniversaire de mon ami.
- b) _____ cafés de Paris sont célèbres.
- c) _____ fille est dans la classe.
- d) Paul aime _____ gâteau.
- e) _____ ordinateur est grand.

8. Complétez avec les articles indéfinis. (CO4) (L4)

(5)

(Complete with indefinite articles-un, une, des)

- a) C'est _____ fête indienne.
- b) Nous avons _____ fleurs.
- c) Il a _____ glace.
- d) Ce sont _____ gâteaux.
- e) C'est _____ crayon.

9. Écrivez les nombres en lettres en français. (CO2) (L3)

(10)

(Write the numbers in letters in French)

Les Nombres	Cardinaux	Ordinaux
21		
83		
95		
16		
70		

10. Écrivez en français. (CO1) (L1)

(5)

(Write in French)

a) Happy Birthday

b) Nice to meet you

c) Thank you

d) Bye

e) Sir

11. Écrivez en anglais. (CO1) (L1)

(5)

(Write in English)

a) Bon après-midi

b) Bonne chance

c) De rien

d) Salut

e) S'ilvousplaît

12. Complétez avec les pronomssujets.(Je, tu, nous, vous, etc,..... (CO1)(L2)

(5)

(Complete with subject pronouns)

a) _____ aimes les chocolats?

b) _____ dansentbien.

c) _____ faisons les exercices.

d) _____ ai un cahier.

e) _____ va au bureau.

13. Nommez (CO6) (L1)

(10)

(Name)

- a) Deux montagnes françaises

- b) Deux fromages français

- c) Deux monuments français

- d) Deux villes françaises

- e) Deux fleuves français

14. Complétez les phrases. (CO6) (L1)

(4)

(Complete the sentences.)

- a) _____ est la capitale de la France.
- b) _____ est la monnaie unique européenne.
- c) _____ est la fête nationale française.
- d) _____ est un pays francophone.

End Semester Examination, December 2023

B.Sc. (Culinary Arts) – First Semester

CULINARY FRENCH (BCU-107)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 1

Note: Attempt **ALL** questions. Marks are indicated against each question.

SECTION-A COMPRÉHENSION ÉCRITE

Q.1 Lisez le passage et répondez aux questions. **(Read the passage and answer to the questions)**

Bonjour! Je m'appelle Pauline. Je suis française et j'ai quinze ans. Je vais à l'école à Lyon, mais j'habite à Nantes. J'ai un frère. Mon père est Italien. Ma mère est française. Mon frère et moi, nous parlons Français, Italien et anglais à la maison. Nous avons une petite maison avec deux chien et un chat.

Mes grands-parents habitent en Italie. Le mois prochain, nous rendons visiter à nos grand-parents. Mon grand-père a 76 ans et ma grand-mère a 70 ans. Ils sont vieux et gentils. Ma grand-mère fait les plats délicieux.

La vocabulaire

a) Endroits- places b) rendons- to pay c) plats- meals/dishes

A. Dites Vrai ou Faux. **4** **(Tell True or False)**

- i) Pauline a deux chiens. _____
- ii) L'école de Pauline est à Lille. _____
- iii) Pauline a une grande maison _____
- iv) Les grands-parents de Pauline sont vieux. _____

B. Répondez aux questions : **(Answer to the questions)**

i) Quelle est la nationalité de père de Pauline? **1**

_____.

ii) Décrivez en 2 lignes les grands-parents de Pauline. **2**

_____.

_____.

C. Donnez l'infinitif des verbes donnés. **3** **(Give the infinitive of the given verbs)**

i) Avons _____

ii) Habitent _____

iii) Vais _____

Section – C
Grammaire

Q.4 Conjuguez les verbes.
(Conjugate the verbs)

[CO-3,4][L-2] 10

- a) Je _____ (**regarder**) les films anglais?
- b) Ils _____ (**avoir**) deux stylos?
- c) La fille _____ (**aller**) à l'école.
- d) Paul _____ (**écouter**) de la musique.
- e) Ria et Riaz _____ (**Chanter**) ensemble.
- f) Je _____ (**être**) indienne.
- g) Nous _____ (**rester**) au bureau.
- h) Il _____ (**jouer**) au cricket.
- i) Paul et Kia _____ (**travailler**) dût.
- j) Elle _____ dix ans. (**avoir**)

Q.5 Remplissez les blancs.
(Fill in the blanks.)

[CO-2][L-3] 10

- a) _____ est le premier jour de la semaine.
- b) Novembre est le _____ mois de l'année.
- c) _____ est le deuxième mois de l'année.
- d) Dimanche est le _____ jour de la semaine.
- e) _____ est le dernier mois de l'année.
- f) _____ est le troisième mois de l'année.
- g) Juin est le _____ mois de l'année.
- h) _____ est le quatrième jour de la semaine.
- i) _____ est le huitième mois de l'année.
- j) Octobre est le _____ mois de l'année.

Q.6 Traduisez les phrases en français.
(Translate the sentences in French.)

[CO-2][L-4] 5

- a) How are you? (Informal)
_____.
- b) There are twelve months in a year.
_____.
- c) What is your age? (Informal)
_____.

d) What is your name? (Informal)

_____.

e) What is your nationality? (Formal)

_____.

**Q.7 Complétez avec les articles définis.
(Complete with definite articles-le,la,l',les)**

[CO-4][L-4] 5

a) C'est _____ anniversaire de mon ami.

b) _____ cafés de Paris sont célèbres.

c) _____ fille est dans la classe.

d) Paul aime _____ gâteau.

e) _____ ordinateur est grand.

**Q.8 Complétez avec les articles indéfinis.
(Complete with indefinite articles-un,une, des)**

[CO-4][L-4] 5

a) C'est _____ fête indienne.

b) Nous avons _____ fleurs.

c) Il a _____ glace.

d) Ce sont _____ gâteaux.

e) C'est _____ crayon.

**Q.9 Écrivez les nombres en lettres en français.
(Write the numbers in letters in French)**

[CO-2][L-3] 10

Les Nombres	Cardinaux	Ordinaux
21		
83		
95		
16		
70		

**Q.10 Écrivez en français.
(Write in French)**

[CO-1][L-1] 5

a) Happy Birthday _____

b) Nice to meet you _____

c) Thank you _____

d) Bye _____

e) Sir _____

**Q11. Écrivez en anglais.
(Write in English)**

[CO-1][L-1] 5

- a) Bon après-midi _____
- b) Bonne chance _____
- c) De rien _____
- d) Salut _____
- e) S'il vous plaît _____

**Q.12 Complétez avec les pronoms sujets.(Je, tu, nous, vous, etc,..... [CO-1][L-2] 5
(Complete with subject pronouns)**

- a) _____ aimes les chocolats?
- b) _____ dansent bien.
- c) _____ faisons les exercices.
- d) _____ ai un cahier.
- e) _____ va au bureau.

Section-D
Culture and Civilisation

**Q.13 Nommez
(Name)**

[CO-6][L-1] 10

- a) Deux montagnes français _____
- b) Deux fromages françaises _____
- c) Deux monuments français _____
- d) Deux villes françaises _____
- e) Deux fleuves français _____

**Q.14 Complétez les phrases.
(Complete the sentences.)**

[CO-6][L-1] 4

- a) _____ est la capitale de la France.
- b) _____ est la monnaie unique européenne.
- c) _____ est la fête nationale française.
- d) _____ est un pays francophone.

End Semester Examination, Dec. 2023
B. Sc. (Culinary Arts) – Third Semester
ADVANCED FOOD PRODUCTION (BCU-DS-301)

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) Darne.
- b) Pasteurization.
- c) Receiving control.
- d) Dehydrated milk.
- e) Double cream.
- f) Fillet.
- g) Gluten.
- h) Mise-en-place.
- i) Goujonettes.
- j) Tart.

[CO-2] [L-2] **2×10**

PART-A

Q.2 a) What is butter and how is it clarified? What is pasteurization of milk? [CO-2] [L-1] **10**
b) Differentiate among single cream, double cream and whipping cream.

[CO-2] [L-1] **10**

Q.3 a) List the various factors considered while planning a kitchen layout. [CO-3] [L-2] **10**
b) Draw the kitchen layout of a main hotel kitchen. [CO-1] [L-3] **10**

Q.4 a) Draw a neat diagram and label the different cuts of Lamb or Mutton with French name, uses and approx weight. [CO-1] [L-2] **10**
b) Explain Rigor Mortis. List the quality determination criteria of Pork. [CO-2] [L-1] **10**

PART-B

Q.5 a) Classify fish with an example of each category. [CO-3] [L-2] **10**
b) Mention ten conventional cuts of fish with diagram. [CO-2] [L-2] **10**

Q.6 a) Classify rice and discuss the different methods of cooking rice. [CO-3] [L-2] **10**
b) Write short notes on:
i) Portion control.
ii) Duty Roaster. [CO-1] [L-1] **5×2**

Q.7 a) List any five equipments that are used for portion control with their uses. [CO-1] [L-3] **10**
b) What are the objectives of storing control? List the important points of care and maintenance of stores. [CO-1] [L-2] **10**

End Semester Examination, Dec. 2023
B. Sc. (HHA) - Third Semester
ADVANCED PATISSERIE (BCU-DS-302)

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) Cream brule. | [CO-1][L-1] |
| b) Soufflé. | [CO-1][L-2] |
| c) Italian meringue. | [CO-2][L-1] |
| d) Cream caramel. | [CO-3][L-1] |
| e) Fondant. | [CO-3][L-3] |
| f) Yeast. | [CO-4][L-4] |
| g) Double boiling. | [CO-4][L-1] |
| h) Folding. | [CO-4][L-1] |
| i) Gluten. | [CO-4][L-2] |
| j) Sweet paste. | [CO-4][L-3] 2×10 |

PART-A

Q.2 What is the basic bakers formula and measurement? [CO-1][L-2] **20**

Q.3 Explain difference between cream caramel and cream brule with recipe. [CO-2][L-3] **20**

Q.4 Mention all types of oven-control, pre-heating, rack positing and using of auto programming of combi ovens. [CO-3][L-1] **20**

PART-B

Q.5 What is Fermentation? Explain difference types of fermentation? [CO-4][L-1] **20**

Q.6 What is the difference between Puff pastry and laminated dough? [CO-4][L-2] **20**

Q.7 Explain different kinds of temperature for Sugar and their texture. [CO-2][L-1] **20**

End Semester Examination, Dec. 2023
B. Sc. (Culinary Arts) – Third Semester
GLOBAL FOOD SAFETY STANDARDS (BCU-DS-303)

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) Safety education.
- b) Biological hazard.
- c) Contaminants.
- d) Water activity (AW).
- e) Relative humidity.
- f) Ranking test.
- g) Compressimeter measures the _____ of food.
- h) Hedonic scale is indicated by using 5 to 9 _____.
- i) Full form of FSSAI is _____.
- j) Acute test.

[CO-3] [L-2] **2×10**

PART-A

Q.2 What is meant by the food quality? Give its definition and the indicators of food quality. [CO-1] [L-1] **20**

Q.3 What is sensory evaluation of food? Can you talk about in detail the role played by each sense in the evaluation of food? [CO-2] [L-2] **20**

Q.4 What is objective evaluation? What are the objectives of the same Explain siting examples? [CO-2] [L-2] **20**

PART-B

Q.5 Food quality assessment is an important task to be taken up by any food service outlet if it wants to ensure a decent business. Keeping the same in mind, talk about its meaning and importance. [CO-1] [L-1] **20**

Q.6 What are food additives? What is its classification? Explain giving examples. [CO-3] [L-2] **20**

Q.7 What are adulterants? Name some ways of detecting common adulterants. [CO-4] [L-2] **20**

End Semester Examination, Dec. 2023

B. Sc. (HHA) – First Semester

FOOD AND BEVERAGE PRODUCTION (THEORY)-I (BHM-DS-101)

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) Buffet.
- b) Canape.
- c) Carmelize.
- d) Caviar.
- e) Chantilly cream.
- f) Chiffonade.
- g) Coagulation.
- h) Condiments.
- i) Cuisine.
- j) Cordon.

[CO-1] [L-1] **2×10**

PART-A

Q.2 a) What are the attributes of a good chef? [CO-4] [L-1] **10**

b) List the importance of each item of a chef's protective clothing. [CO-4] [L-1] **10**

Q.3 a) Define Mise-en-place and explain the techniques used in the pre-preparation.

[CO-3] [L-2] **10**

b) Explain the "Classical Brigade" as propounded by Chef Augustine Escoffier.

[CO-2][L-2] **10**

Q.4 a) With the help of chart diagram explain the various methods of cooking.

[CO-2] [L-5] **10**

b) Explain the different types of pigments and the effect of heat on pigments.

[CO-3] [L-2] **10**

PART-B

Q.5 a) Explain 10 classical cuts of vegetables with diagram, size and uses. [CO-2] [L-4] **10**

b) How are vegetables classified? Discuss the effects of heat on vegetables. [CO-3] [L-2] **10**

Q.6 a) Define stocks and explain the elements of stock. [CO-2] [L-1] **10**

b) What are the care and precautions to be taken during the preparation and storage of stocks? [CO-2] [L-1] **10**

Q.7 a) Draw and label neatly the structure of egg. [CO-3] [L-2] **10**

b) Give the uses of egg in cookery. [CO-2] [L-3] **10**

End Semester Examination, December. 2023
B.Sc. (HHA) – First Semester
FOOD AND BEVERAGE SERVICE (THEORY)-I (BHM-DS-102)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 1

Note: Attempt **FIVE** questions in all; **Q.1is 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) Cover size.
- b) Capacity of soup bowl.
- c) Capacity of tea cup.
- d) Capacity of demitasse cup.
- e) Size of half plate.
- f) Another name of large plate.
- g) Another name of quarter plate.
- h) Standard height of a table.
- i) French term for restaurant manager.
- j) French term for Station head waiter.

[CO-1][L-4] **2×10**

PART-A

Q.2 Draw the organization chart of food and beverage department of 5- star hotel. Give the duties and responsibilities of restaurant manager. [CO-2] [L-2] **20**

Q.3. What are the different types of food and beverage? Explain in brief using two example of each. [CO-1] [L-2] **20**

Q.4 What are the areas that comes in ancillary department in hotels? Give two functions of each. [CO-3] [L-3] **20**

PART-B

Q.5 Discuss the following:

- a) Attributes of a waiter
- b) Coordinator of F&B department with other department of hotel. [CO-2] [L-2] **20**

Q.6 Give 10 F & B equipments name with their uses? [CO-3] [L-3] **20**

Q.7 Classify alcoholic beverage and explain the manufacturing process of tea. Give 5 international and 5 national brands of tea. [CO-1] [L-2] **20**

End Semester Examination, Dec. 2023
B. Sc. (HHA) – First Semester
ROOMS DIVISION (THEORY)-I (BHM-DS-103)

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) Inbound tourist.
- b) Domestic tourism.
- c) Adventure tourism.
- d) Franchise hotel.
- e) I.H.C.L.
- f) Executive housekeeper.
- g) All-purpose cleaner.
- h) Manual equipment.
- i) R4
- j) Mechanical equipment.

2×10

PART-A

Q.2 Explain the following with suitable examples:

- a) Heritage hotels.
- b) Spa resort.
- c) Airport hotel.
- d) Ecotels.

[CO-2][L-2] **5×4**

Q.3. 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. [CO-3][L-1] **20**

Q.4 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 a front office professional must possess in order to have the guest form a lasting good impression about the hotel. [CO-1][L-3] **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. [CO-6][L-6] **20**

Q.6 Discuss and describe the types of equipment for cleaning with their examples and uses. [CO-5][L-5] **20**

Q.7 Discuss in detail the cleaning agents to be used in housekeeping department with their series and uses. [CO-4][L-4] **20**

End Semester Examination Dec. 2023

B. Sc. (HHA) – First Semester NUTRITION-I (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 a) What are micro and macro nutrients?
b) Prepare a food pyramid and its group.

10×2

PART-A

Q.2 Describe energy and dietary source of energy. [CO-1][L-1] **20**

Q.3 Define balance diet in terms of BMR, SDA, Thermodynamic action and RDA. [CO-3][L-2] **20**

- Q.4 Explain how food changes in terms of:
a) Oxidization.
b) Hydrogenation.
c) Emulsion Role.
d) Foaming.
e) Enzymatic Browning.

[CO-2][L-3] **20**

PART-B

Q.5 Explain different types of food flavors and food evaluation. [CO-6][L-4] **20**

Q.6 What are principles of menu planning and factors affecting it? [CO-5][L-5] **20**

Q.7 Explain balance diet based on three or five group system. [CO-4][L-5] **20**

End Semester Examination, Dec. 2023

B. Sc. (HHA) – 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 **TWO** questions from **PART-B**. Marks are indicated against each question.

Q.1 Define the following in brief:

- a) Aerial adventure.
- b) FHRAI.
- c) Leisure tourism.
- d) Health tourism.
- e) C-Form.
- f) Travel agencies.
- g) Dark tourism.
- h) IATO.
- i) Inbound tourism.
- j) Domestic traveler.

[CO-3][L-1] **2×10**

PART-A

Q.2 a) Discuss in detail various heritage sites in India.

[CO-4][L-2] **10**

b) Write a note on 'World Tourism Day'.

[CO-4][L-2] **10**

Q.3 a) Explain in brief any three Tourist attractions in Delhi-NCR.

[CO-1][L-2] **10**

b) Duties and responsibilities of a responsible tourist.

[CO-1][L-2] **10**

Q.4 Explain the following:

a) Inbound and outbound tourism.

b) Scope of tourism in India.

[CO-4][L-2] **10×2**

PART-B

Q.5 Explain the following:

a) Tourism marketing.

b) Sustainable tourism.

[CO-4][L-2] **10×2**

Q.6 Discuss the significance of religion based tourism. Discuss the economic impact of tourism on economy of a developing country.

[CO-2][L-1] **20**

Q.7 Explain the following:

a) How travel and tourism industry are dependent on transportation departments?

b) Enlist the negative and positive impact of tourism on environment.

[CO-2][L-1] **10×2**

End Semester Examination, Dec. 2023
B. Sc. (HHA) - Second Semester
ROOM 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. | [CO-5][L-1] |
| b) Ecotel. | [CO-5][L-2] |
| c) Log book. | [CO-4][L-2] |
| d) Green housekeeping. | [CO-6][L-3] |
| e) Housekeeping control desk. | [CO-3][L-3] |
| f) Skipper. | [CO-2][L-3] |
| g) Cutoff date. | [CO-2][L-2] |
| h) Locking a room. | [CO-1][L-1] |
| i) Wash down. | [CO-2][L-1] |
| j) No post. | [CO-3][L-1] 2×10 |

PART-A

- Q.2 Being a control desk supervisor illustrate the steps to be followed while handling telephone calls and room transfers. [CO-4] [L-3] **20**
- Q.3 Being an executive housekeeper analyze the role of ergonomics in Housekeeping department and discuss the preventive measure of WMSD. [CO-1] [L-4] **20**
- Q.4 5 Globe certification and green housekeeping plays a vital role in environment conservation. Explain. [CO-2] [L-2] **20**

PART-B

- Q.5 You are a reservation agent 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. [CO-1] [L-4] **10×2**
- Q.6 What do you understand by Guest Cycle? Describe the five phases of the Guest Cycle? [CO-2][L-2] **20**
- Q.7 Describe in details the complete registration process for the following type of guests: FIT, GIT, and VIP. Also explain the procedure of rooming the guest. [CO-2][L-2] **20**

End Semester Examination, Dec. 2023
B. Sc. (HHA) – Fifth Semester
FOOD & BEVERAGE PRODUCTION-V (BHM-DS-501)

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 Garde Manger, its function and name few larder product. **20**

PART-A

Q.2 Name at least 10 small tools and 10 heavy equipments used in larder [CO-1][L-1] **20**

Q.3 What is forcemeat? Explain its types and method of preparation with its uses. [CO-3][L-2] **20**

Q.4 Explain the following:

- a) Quenelles.
- b) Fruit carving.
- c) Pate encroute.
- d) Galantine.
- e) Terrine.

[CO-2][L-2] **4×5**

PART-B

Q.5 Explain different parts of sandwich and its types and preparation. [CO-3][L-4] **20**

Q.6 What is the use of wine in cooking, name at least 5 herbs used for cooking. [CO-3][L-5] **20**

Q.7 Explain appetizer and name few country appetizers. [CO-2][L-5] **20**

End Semester Examination, Dec. 2023
B. Sc. (HHA) – Fifth Semester
FOOD & BEVERAGE SERVICE (THEORY)-IV (BHM-DS-502)

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 terms:

- a) Food stations.
- b) Canapés.
- c) Bar counter.
- d) Kitchen stewarding.
- e) Votive.
- f) Bus pan.
- g) Expediter.
- h) Covers.
- i) Function prospectus.
- j) Bain Marie.

[CO1][L1] **2×10**

PART-A

Q.2 What types of record books and registers are maintained in the KST department?

[CO-2][L-2] **20**

Q.3 What is the procedure for function booking? Enlist the important tasks that are completed after the completion of Banquet functions.

[CO-2][L-1] **20**

Q.4 What are the different types of buffet, explain each with the help of an example.

[CO-3][L-2] **20**

PART-B

Q.5 Compile an Indian menu for an outdoor catering of 500 guests requiring buffet service and prepare a list of service equipment required for the same.

[CO-4][L-4] **20**

Q.6 Classify banquets functions. Give the different styles of seating arrangements made in the banquet functions

[CO-4][L-2] **20**

Q.7 A guest wants to host a dinner for 1000 people on round table arrangements. Dimensions of the banquet hall available is 200'×50'. Find out if the request of the guest can be met or not by calculating the area required to accommodate.

[CO-3][L-2] **20**

End Semester Examination, Dec. 2023
B. Sc. (HHA) - Fifth Semester
ROOMS DIVISION (THEORY) IV (BHM-DS-503)

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) End of day.
- b) Guest folio.
- c) City ledger.
- d) Occupancy %.
- e) Flash report.
- f) Capital budget.
- g) Profit and loss statement.
- h) Redecoration.
- i) Major renovation.
- j) Countdown.

2×10

PART-A

Q.2 The hotel night audit procedure is a very critical function of front office operations. How does a night audit ensures financial safety and reduces risk. Discuss the component of a night audit report. [CO-1][L-4] **20**

Q.3 Why is artificial intelligence becoming important in the hospitality industry? Discuss citing suitable examples and successful cases of implementation. [CO-3][L-5] **20**

Q.4 Discuss in detail the following concepts of accommodation establishments:
a) Ecotels with suitable examples.
b) Time share with suitable examples. [CO-2][L-3] **20**

PART-B

Q.5 Analyze the role of good housekeeping in a healthy work environment of a hotel. [CO-5][L-2] **20**

Q.6 Renovation and refurbishment are two tools to give your hotel premises a boost. Describe these two tools in your own words. [CO-6][L-3] **20**

Q.7 What do you understand by new property countdown? Explain the role of housekeeping in its different phases. [CO-4][L-2] **20**

End Semester Examination, Dec. 2023
B. Sc. (HHA) – 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 **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.
[CO-2][L-2] **20**

PART-A

Q.2 Explain the concept of "Process" in management. [CO-2][L-2] **20**

Q.3 Explain how an understanding of objectives can make the daily tasks more meaningful?
[CO-3][L-2] **20**

Q.4 Planning is one of the key functions of Management, explain in detail.
[CO-2][L-2] **20**

PART-B

Q.5 Explain the importance of personality in detail. What are the important traits for a hospitality personnel?
[CO-2][L-2] **20**

Q.6 Communication and feedback are critical control mechanisms, explain in detail.
[CO-4][L-2] **20**

Q.7 Management is an art to form strong teams, explain the importance of team work and how a manager can create them?
[CO-3][L-2] **20**

End Semester Examination, Dec. 2023
B. Sc. (HHA) – Sixth Semester
FOOD AND BEVERAGE PRODUCTION (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. [CO-1] [L-1] **20**

PART-A

Q.2 For inspection purpose name different areas which are mandatory for production planning. [CO-1][L-1] **20**

Q.3 Prepare a food cost of mayonnaise sauce. [CO-2][L-3] **20**

Q.4 Explain the term organoleptic. [CO-2][L-3] **20**

PART-B

Q.5 What's the job description of every kitchen staff? [CO- 6][L-4] **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.

[CO-5][L-5] **4×5**

Q.7 Calculate the usable yield % if AP= 500 gm and EP= 260 gm. [CO-4][L-5] **20**

End Semester Examination, Dec. 2023
 B. Sc. (HHA) / B. Sc. (Culinary Arts) – First Semester
HOSPITALITY COMMUNICATION SKILL DEVELOPMENT
(CDC-FHM-111)

Time: 1½ hrs.

Max Marks: **50**

No. of pages: 5

Note: All questions are **compulsory**. Each question has **FOUR** options with **ONE** correct answer. Select the correct answer. All questions are of **ONE** mark each. There is no **NEGATIVE** marking. Mention the correct option for each question in the blank answer key given herein below. Calculator is not permitted.

1.	2.	3.	4.	5.	6.	7.	8.	9.	10.
11.	12.	13.	14.	15.	16.	17.	18.	19.	20.
21.	22.	23.	24.	25.	26.	27.	28.	29.	30.
31.	32.	33.	34.	35.	36.	37.	38.	39.	40.
41.	42.	43.	44.	45.	46.	47.	48.	49.	50.

- Q.1 When someone raises their hand during a meeting, it is a cue that they: [CO-1] [L-1]
 a) Want to leave the meeting
 b) Disagree with the speaker
 c) Have a question or want to speak
 d) Are bored and want to stretch
- Q.2 What is "procrastination" in the context of time management? [CO-1] [L-1]
 a) The efficient completion of tasks ahead of schedule
 b) The act of delaying or postponing tasks
 c) The complete elimination of tasks from one's schedule
 d) The delegation of all tasks to others
- Q.3 What is the significance of open communication in conflict resolution? [CO-1] [L-1]
 a) To escalate conflicts
 b) To avoid any form of communication
 c) To promote misunderstandings
 d) To address issues openly and honestly
- Q.4 What is the significance of feedback in a collaborative work environment? [CO-1] [L-1]
 a) Feedback is not relevant in a collaborative environment
 b) Feedback helps employees improve and contribute effectively
 c) Feedback leads to conflicts
 d) Feedback discourages communication
- Q.5 What is the primary role of trust in a collaborative work environment? [CO-1] [L-1]
 a) Trust leads to isolation
 b) Trust is not relevant in a collaborative environment
 c) Trust promotes competition
 d) Trust fosters open communication and cooperation
- Q.6 What do you understand by the Gesture in Communication? [CO-1] [L-1]
 a) Sitting erect
 b) Using hand movement and head nods
 c) Speaking with confidence
 d) Using fillers and pauses
- Q.7 What is the term for the legal protection against discrimination based on gender identity and sexual orientation in the workplace in the United States? [CO-1] [L-1]
 a) Equal Pay Act b) Title IX c) LGBTQ+ Equality Act d) Civil Rights Act

- Q.8 Polite speech often involves using words like "please" and "thank you." This is an example of: [CO-1] [L-1]
a) Formal language b) Informal language
c) Direct language d) Rude language
- Q.9 When someone yawns during a conversation, it is often a cue that they are: [CO-1] [L-1]
a) Bored or tired b) Engaged and interested
c) Angry or frustrated d) Annoyed with the speaker
- Q.10 What is a key component of active listening in a conversation? [CO-1] [L-1]
a) Interrupting the speaker to share your own experiences
b) Focusing solely on your response while the other person speaks
c) Showing empathy, maintaining eye contact, and providing nonverbal cues
d) Remaining silent throughout the conversation
- Q.11 What is an alternative to the Indianism "pass out" in the context of completing a course of study? [CO-1] [L-1]
a) "Fail" b) "Graduate" c) "Drop out" d) "Attend"
- Q.12 In the context of hospitality, what does "going the extra mile" for a guest mean? [CO-1] [L-1]
a) Charging additional fees for services
b) Providing exceptional service and assistance
c) Avoiding interactions with guests
d) Refusing to accommodate guest requests
- Q.13 How does emotional intelligence contribute to effective problem-solving and decision-making? [CO-1] [L-1]
a) By suppressing emotions
b) By ignoring the emotions of others
c) By recognizing and managing emotions in oneself and others
d) By avoiding emotional awareness
- Q.14 What is stress management? [CO-1] [L-1]
a) Avoiding all stressful situations
b) Handling stress in a healthy and productive way
c) Ignoring stress
d) Seeking stress at all times
- Q.15 Which of the following is NOT a common physical symptom of stress? [CO-1] [L-1]
a) Digestive issues
b) Increased energy levels
c) Muscle tension
d) Digestive issues
- Q.16 What is the primary goal of conflict resolution? [CO-1] [L-1]
a) To escalate conflicts
b) To perpetuate conflicts
c) To find mutually acceptable solutions and end conflicts
d) To avoid addressing conflicts
- Q.17 How does a supportive work environment impact employee morale? [CO-1] [L-1]
a) It has no impact on employee morale
b) It lowers employee morale
c) It boosts employee morale and job satisfaction
d) It increases competition among employees
- Q.18 What is the primary benefit of effective time management? [CO-1] [L-1]
a) Increased stress and burnout
b) Better work-life balance and reduced stress
c) Elimination of all tasks and responsibilities
d) Decreased productivity

- Q.19 Which of the following is NOT a common source of conflict? [CO-1] [L-1]
 a) Miscommunication
 b) Differences in values and beliefs
 c) Effective teamwork
 d) Competition for resources
- Q.20 How can a supportive work environment promote employee growth and development? [CO-1] [L-1]
 a) It hinders employee growth and development
 b) It provides opportunities for training and skill development
 c) It discourages communication
 d) It fosters competition among employees
- Q.21 How can team-building activities outside the workplace benefit a team? [CO-1] [L-1]
 a) Such activities have no impact on team dynamics
 b) They promote isolation within the team
 c) They foster team bonding, trust, and cooperation
 d) They encourage competition among team members
- Q.22 What is integrity in the context of hospitality ethics? [CO-1] [L-1]
 a) Honesty and truthfulness
 b) Making a profit at any cost
 c) Providing exceptional customer service
 d) None of the above
- Q.23 Which of the following is a key element of effective problem-solving communication? [CO-1] [L-1]
 a) Interrupting others while they speak
 b) Avoiding eye contact
 c) Actively listening and asking clarifying questions
 d) Speaking quickly without considering the audience
- Q.24 What is a characteristic of an effective team? [CO-1] [L-1]
 a) Lack of communication among team members
 b) High levels of conflict within the team
 c) Clear goals and shared vision
 d) Strong individualism among team members
- Q.25 What is the term for the social, economic, and political acceptance of LGBTQ+ individuals and their rights? [CO-1] [L-1]
 a) Homophobia b) Equality c) Heteronormativity d) LGBTQ+
- Q.26 What is a cue in communication? [CO-1] [L-1]
 a) A signal or indicator that conveys information or prompts a response
 b) A form of non-verbal communication
 c) A rhetorical question
 d) An interruption in a conversation
- Q.27 Which of the following is an example of a physical barrier to effective listening? [CO-1] [L-1]
 a) Cultural differences in communication styles
 b) Emotional barriers such as fear or anxiety
 c) Hearing impairment or noise pollution
 d) Lack of access to digital devices
- Q.28 Which of the following is a common error related to Rate of Speech (ROS) in communication? [CO-1] [L-1]
 a) Speaking too quickly without pauses
 b) Speaking at a steady pace with appropriate pauses
 c) Adjusting ROS based on the audience's needs
 d) Speaking slowly and clearly without variation

- Q.29 What should a hotel employee do if they discover a coworker stealing from the hotel? [CO-1] [L-1]
- Ignore it and avoid getting involved
 - Report it to the hotel management
 - Confront the coworker directly
 - Steal from the hotel as well
- Q.30 In Covey's Time Management Matrix, what category do tasks fall into when they are both urgent and important? [CO-1] [L-1]
- Quadrant I: Urgent and Important
 - Quadrant II: Not Urgent but Important
 - Quadrant III: Urgent but Not Important
 - Quadrant IV: Not Urgent and Not Important
- Q.31 What is the purpose of using "Sir" or "Ma'am" in verbal communication? [CO-1] [L-1]
- To confuse the listener
 - To address someone of lower status
 - To show respect and politeness, especially in formal settings
 - To assert dominance
- Q.32 What is the primary purpose of tone in communication? [CO-1] [L-1]
- To make the speaker sound more formal
 - To demonstrate authority
 - To convey emotion, emphasis, and meaning
 - To increase the rate of speech
- Q.33 What is the primary goal of stress management techniques? [CO-1] [L-1]
- To increase stress levels
 - To exacerbate stress symptoms
 - To reduce and cope with stress effectively
 - To ignore stress altogether
- Q.34 How does a collaborative work environment impact employee retention? [CO-1] [L-1]
- It leads to higher turnover rates
 - It has no impact on retention
 - It discourages communication
 - It increases employee retention by fostering job satisfaction and teamwork
- Q.35 In the LGBTQ+ acronym, what does the 'B' stand for? [CO-1] [L-1]
- Bisexual
 - Black
 - Brave
 - Bold
- Q.36 What is the role of deep breathing exercises in stress management? [CO-1] [L-1]
- To increase stress levels
 - To promote relaxation and reduce stress
 - To reduce oxygen intake
 - To encourage shallow breathing
- Q.37 What is the role of active listening in conflict resolution? [CO-1] [L-1]
- To escalate conflicts
 - To improve communication and understanding
 - To ignore the conflict
 - To promote misunderstandings
- Q.38 What is the primary goal of a collaborative work environment? [CO-1] [L-1]
- To promote isolation
 - To encourage competition among employees
 - To foster teamwork and shared success
 - To discourage open communication
- Q.39 What is the primary benefit of a supportive work environment for employees? [CO-1] [L-1]
- It increases stress levels
 - It reduces job satisfaction
 - It encourages competition

- d) It promotes well-being, job satisfaction, and work-life balance
- Q.40 What is the role of leadership in fostering a collaborative work environment? [CO-1] [L-1]
- a) Leadership has no role in collaboration
 b) Leadership sets the tone and models collaborative behavior
 c) Leadership discourages collaboration
 d) Leadership promotes competition
- Q.41 Which of the following is NOT a protected characteristic under many diversity and inclusion policies? [CO-1] [L-1]
- a) Race b) Age c) Marital status d) Gender
- Q.42 When making a request using the interrogative form, which of the following is an appropriate way to ask politely? [CO-1] [L-1]
- a) "Give me that now!"
 b) "Could you please pass the salt?"
 c) "I demand you to do this immediately!"
 d) "I want that immediately!"
- Q.43 When someone begins a conversation with "Excuse me, may I ask you a question?" it is a cue that they: [CO-1] [L-1]
- a) Want to end the conversation
 b) Are making a statement, not asking a question
 c) Are about to ask a question politely
 d) Are being rude and intrusive
- Q.44 What is a key component of a meaningful conversation? [CO-1] [L-1]
- a) Speaking loudly to be heard
 b) Focusing only on your own thoughts
 c) Using complex vocabulary
 d) Active listening and empathy
- Q.45 In global communication, which of the following is more appropriate than the Indianism "out of station"? [CO-1] [L-1]
- a) "On vacation" b) "Traveling abroad"
 c) "Not available" d) "Out of town"
- Q.46 What role does empathy play in team dynamics? [CO-1] [L-1]
- a) Empathy is irrelevant in team dynamics
 b) Empathy fosters understanding and support for team members
 c) Empathy promotes competition among team members
 d) Empathy leads to isolation
- Q.47 What is the term for the discrimination or bias against individuals based on their age, often experienced by older individuals in the workplace? [CO-1] [L-1]
- a) Ageism b) Heterosexism c) Racism d) Xenophobia
- Q.48 Which of the following is NOT a characteristic of an ethical hospitality leader? [CO-1][L-1]
- a) Leading by example
 b) Promoting a culture of integrity
 c) Ignoring ethical violations by employees
 d) Holding employees accountable for their actions
- Q.49 What is integrity in the context of hospitality ethics? [CO-1] [L-1]
- a) Honesty and truthfulness
 b) Making a profit at any cost
 c) Providing exceptional customer service
 d) None of the above
- Q.50 What is the appropriate response to someone saying, "Excuse me," during a conversation? [CO-1][L-1]
- a) Politely pause and give them your attention
 b) Tell them to wait their turn
 c) Interrupt them with your own thoughts

d) Ignore them and continue talking

End Semester Examination, Dec. 2023

B. Sc. (HHA) – Fifth Semester

EMPLOYABILITY SKILLS CAMPUS TO CORPORATE-I (CDC-FHM-311)

Time: 1½ hrs.

Max Marks: **50**

No. of pages: 5

Note: All questions are compulsory. Each question has **FOUR** options with **ONE** correct answer. Select the correct answer. All questions are of **ONE** mark each. There is no **NEGATIVE** marking. Mention the correct option for each question in the blank answer key given herein below. Calculator is not permitted.

1.	2.	3.	4.	5.	6.	7.	8.	9.	10.
11.	12.	13.	14.	15.	16.	17.	18.	19.	20.
21.	22.	23.	24.	25.	26.	27.	28.	29.	30.
31.	32.	33.	34.	35.	36.	37.	38.	39.	40.
41.	42.	43.	44.	45.	46.	47.	48.	49.	50.

- Q.1 What is the purpose of a self-introduction in a professional setting? [CO 1] [L3]
a) To share your personal hobbies and interests
b) To establish a personal connection with the audience
c) To communicate relevant information about yourself
d) To tell a funny joke to break the ice
- Q.2 In a self-introduction, how should you respond to the question, "Tell me about yourself"? [CO 1] [L3]
a) Provide a detailed list of your daily routines
b) Share personal opinions on controversial topics
c) Offer a concise summary of your professional background and achievements
d) Discuss your favorite movies and TV shows
- Q.3 What is the significance of maintaining eye contact when introducing yourself? [CO 3] [L2]
a) It shows that you are not confident.
b) It demonstrates attentiveness and confidence.
c) It is considered disrespectful in many cultures.
d) It makes you appear aloof and disinterested
- Q.4 Which of the following is NOT typically a part of researching a potential employer? [CO 2] [L2]
a) Company culture and values
b) Job interview dress code
c) Company history and mission
d) Recent news and development
- Q.5 In self-introduction, it is not necessary to add _____ details [CO 1] [L1]
a) Qualification b) Contact c) Family d) None of them
- Q.6 Why is it important to research an employer's company culture? [CO 2] [L2]
a) To determine the company's profit margins
b) To fit in and align with their values and work environment
c) To criticize their cultural practices during the interview
d) To share your own cultural preferences during the interview
- Q.7 What is an effective way to stay updated on a potential employer's recent news and developments? [CO 2][L2]
a) Ignoring all news sources and relying on rumors
b) Setting up Google Alerts for the company's name
c) Waiting for the employer to provide you with updates
d) Avoiding any contact with current employee

- Q.8 What we should NOT do while writing Career Objective? [CO 2] [L1]
 a) Generic b) Long c) Ambiguous d) All of them
- Q.9 Which online platforms or resources are commonly used for researching potential employers? [CO 2] [L1]
 a) Social media platforms, company websites, and professional networking sites
 b) Fictional novels and science fiction magazines
 c) Restaurant review websites and travel blogs
 d) Personal diaries and old yearbook
- Q.10 What should NOT be included in your Self Introduction? [CO 1] [L1]
 a) Qualification b) Strengths c) Weaknesses d) Goal
- Q.11 Use of too many _____ is not recommended in the resume [CO 1] [L3]
 a) Font type/size b) skills c) lines d) None of them
- Q.12 How can researching an employer help you tailor your job application? [CO 2] [L3]
 a) By copying and pasting information from the company's website
 b) By customizing your resume and cover letter to align with the company's values and needs
 c) By submitting a generic application to save time
 d) By avoiding the application process altogether
- Q.13 How can you handle a situation where a group discussion becomes heated and emotional? [CO 3] [L3]
 a) Escalate the conflict and argue passionately
 b) Use humor to diffuse tension and change the topic
 c) Encourage open and respectful communication to address the issue
 d) Withdraw from the discussion and avoid further participation
- Q.14 _____ a one page document that gives the hiring manager a sneak- peek into your profile to get a fair idea about why you are a perfect fit for the job. [CO 1] [L2]
 a) Resume
 b) Cover Letter
 c) Qualification Documents
 d) None of them
- Q.15 A cover letter should always start with _____, proceed to introduction and conclude with expressing gratitude. [CO1][L2]
 a) Hello b) A Salutation c) Employer Name d) Your Name
- Q.16 In Cover Letter, don't forget to mention the _____ and _____ in the end. [CO 1] [L2]
 a) Time & date
 b) Date and your signature
 c) Employer & Your Name
 d) None of them
- Q.17 While researching the organization for interview, one should look for following information? [CO 2] [L2]
 a) Company's history
 b) Current Affairs
 c) Future plans
 d) D. All of them
- Q.18 What all interview questions based on the research the organization? [CO 2] [L1]
 a) Tell me about your skills?
 b) Why do we hire you?
 c) What do you know about us?
 d) How did you know about this opportunity?
 i) 1&2 ii) 2&3 iii) 3&4 iv) All of them
- Q.19 One should always _____ before sending your Resume. [CO 1] [L2]
 a) Proofread b) Smile c) Both a& b d) None of them

- Q.20 First Impression can play a major role in how an employer _____ you as a candidate. [CO 1] [L2]
 a) Check b) Perceive c) Show d) None of them
- Q.21 What is "active listening" in the context of group discussions? [CO 1] [L2]
 a) Waiting for your turn to speak without paying attention to others
 b) Providing unsolicited advice and solutions to other participants
 c) Engaging fully with the speaker, showing understanding and empathy
 d) Interrupting the speaker to share your own experience
- Q.22 What is the significance of summarizing key points in a group discussion? [CO3] [L3]
 a) A. It prolongs the discussion unnecessarily.
 b) It helps participants forget important details.
 c) It reinforces key ideas and ensures clarity.
 d) It discourages active participation
- Q.23 In a group discussion, how can you effectively handle a participant who dominates the conversation?
 a) Encourage them to continue talking to keep the discussion lively
 b) Politely intervene and invite others to share their perspectives
 c) Remain silent and let them control the discussion
 d) Join them in dominating the conversation to assert your view
- Q.24 During an interview for a front office position in a hotel, which skill is most important to emphasize?
 a) Culinary expertise b) Housekeeping skills
 c) Customer service skills d) Financial management skills
- Q.25 Things NOT TO DO during the interview [CO 1] [L2]
 a) Wear Perfume
 b) Wear Heavy Make up
 c) Ask Question
 d) None of them
- Q.26 During Interview, when asked about previous Employer [CO 2] [L2]
 a) Never say anything negative about them
 b) Tell the truth no matter what
 c) Say N/A
 d) None of them
- Q.27 Qualities that Employer wants [CO 2] [L1]
 a) Good looks
 b) Trustworthy
 c) Being tall
 d) None of them
- Q.28 Things you should Do in the interview [CO 2] [L2]
 a) Shake Hand
 b) Make Eye contact
 c) Both a & b
 d) None of them
- Q.29 A well written resume should be professional. In this context, what does professional mean? [CO 2] [L2]
 a) Free from errors
 b) Appropriate for Employer
 c) Well thought and organized
 d) All of them
- Q.30 How can a well written resume benefit you? [CO 2] [L2]
 a) Greatly increase the likelihood of getting an interview
 b) It will provide a good impression
 c) It will showcase what you have to offer

- d) All of them
- Q.31 What three things should you put on your resume or application? [CO 2] [L2]
 a) Photo, job experience, and social security number
 b) Job experience, hobbies, and photo
 c) Job experience, education, and skills
 d) None of them
- Q.32 Which of the following is a good approach to handling a difficult interview question you don't know the answer to? [CO 4] [L2]
 a) Make up an answer confidently
 b) Admit that you don't know but express a willingness to learn
 c) Change the topic to a question you can answer
 d) Ignore the question and move on
- Q.33 Why should you ask questions during the interview? [CO 2] [L2]
 a) It shows you are really interested in the job
 b) It shows you are friendly.
 c) It shows you are picky.
 d) All of them
- Q.34 Things you SHOULD NOT do in an interview: [CO 2] [L2]
 a) Ask about the hourly rate
 b) Talk about your strengths
 c) Make eye contact
 d) Say bad things about your previous employer
 i) 1&2 ii) 2&3 iii) 3&4 iv) 1&4
- Q.35 In a hotel setting, which of the following items is generally considered appropriate footwear for professional attire? [CO 5] [L3]
 a) Flip-flops b) Sneakers c) Closed-toe dress shoes d) Sandal
- Q.36 Select an appropriate question you would make to a company in a job interview? [CO 2] [L2]
 a) Is there a possibility for a promotion?
 b) What is the salary?
 c) What does the company do?
 d) None of them
- Q.37 This is NOT a correct answer to the question "What is your weakness?" [CO 2] [L2]
 a) I used to procrastinate, but now I have an agenda.
 b) I have none. Maybe I am a perfectionist.
 c) I can get frustrated when I don't get results. However, I try to be patient and breathe.
 d) I am bored easily, so I always look for challenges in the company.
- Q.38 (Choose the BEST kind of response) "What are your strengths?" [CO 2] [L2]
 a) Well, what strengths are you looking for?
 b) Three Words: Hard-working. Alpha-Male.Merciless.
 c) I would say my best strengths would be my positive attitude and my organizational skills.
 d) None of them
- Q.39 When should you sit down in an interview? [CO 2] [L2]
 a) As soon as you walk into the room
 b) When you are asked to be seated
 c) Never
 d) When you feel like it
- Q.40 Professional Portfolio for interview do NOT include [CO 2] [L3]
 a) Degrees & Awards
 b) Letter from Family Members
 c) Work Samples
 d) Community Service

- Q.41 What is the purpose of wearing a name tag or badge as part of professional attire in the hotel industry?
 a) To show off your personal style
 b) To help guests remember your name
 c) To reduce the need for professional attire
 d) To make your uniform stand out
- Q.42 Which type of tie knot is considered the most formal and appropriate for upscale hotel management positions? [CO 5] [L3]
 a) Windsor knot
 b) Bowtie
 c) Four-in-Hand knot
 d) No tie is necessary
- Q.43 When a hotel manager stands with their arms crossed during a guest complaint resolution, what message might it convey? [CO 4] [L3]
 a) Openness to feedback
 b) Defensiveness or resistance
 c) Agreement with the guest
 d) Professionalism
- Q.44 In the hotel industry, what is the appropriate distance for personal space during a conversation with a guest? [CO 4] [L3]
 a) As close as possible for better communication
 b) 5 feet or more
 c) Arm's length or approximately 2-4 feet
 d) 10 feet or more
- Q.45 What should hotel management professionals do with their body language to convey a welcoming and friendly demeanor to guests? [CO 4] [L3]
 a) Cross their arms
 b) Maintain a stern facial expression
 c) Smile and maintain an open posture
 d) Avoid making eye contact
- Q.46 During a hotel management meeting, what does fidgeting or tapping one's foot typically suggest? [CO4] [L3]
 a) Confidence
 b) Anxiety or impatience
 c) Enthusiasm
 d) Sadness
- Q.47 What is the recommended body language when a hotel management professional is apologizing to a guest for a service issue? [CO4] [L2]
 a) Cross their arms defensively
 b) Maintain a neutral expression
 c) Maintain eye contact and express empathy
 d) Avoid apologizing altogether
- Q.48 When guiding a guest to a specific location within the hotel, what body language cue should hotel staff use to ensure clarity and professionalism? [CO4] [L2]
 a) Walk ahead quickly to lead the way
 b) Point and gesture with their hand
 c) Provide verbal directions only
 d) Walk alongside the guest and offer verbal guidance
- Q.49 Which of the following is considered a respectful and attentive body language cue when dealing with a guest's request or concern? [CO4] [L3]
 a) Checking a watch frequently
 b) Interrupting the guest to speed up the conversation
 c) Leaning forward slightly and nodding
 d) Avoiding eye contact
- Q.50 When a hotel manager uses open and expansive gestures while giving a presentation, what impression is likely to be conveyed? [CO 4] [L2]
 a) Nervousness
 b) Confidence and enthusiasm
 c) A lack of preparation

d) Indifference