

SUBJECT CODE: BHM154

EXAM DATE: 15.05.2018

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2017-2018

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Accommodation Operations - II
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Draw a neat layout of a suite room in a five star hotel and label the areas.

OR

Explain **any ten** types of rooms available in hotels. (10)

Q.2. Write step-by-step bed making procedure for morning service in hotel.

OR

Explain types of mattress used in guest room. (10)

Q.3. Write the cleaning procedure for the following:

(a) Corridor (b) Elevator (c) Swimming pool
(d) Lobby (e) Chandeliers (5x2=10)

OR

List **any five** amenities placed in the following areas:

(i) Living room (ii) Toilet (iii) Wardrobe
(iv) Mini bar (4x 2 ½ =10)

Q.4. Explain lost and found procedures in hotels with relevant formats.

OR

What is key control? Write key handling procedures in star hotel. (10)

Q.5. Explain different types of pests. What are the pest control measures taken by the housekeeping department in hotel?

OR

Give checklist for the cleaning of a check-out room with details. (10)

Q.6. Define the following (**any ten**):

(a) Bidet (b) Vanity unit (c) Sani bin
(d) Fumigation (e) Valet bag (f) Mitered corner
(g) Dutch wife (h) Faucet (i) Turn-down service
(j) Façade (k) Room discrepancy report (10x1=10)

Q.7. Draw the formats for the following:

- (a) Duty roaster (b) Room occupancy report (c) Call register
(d) Maintenance job order (4x 2 ½ =10)

Q.8. Expand the following:

- (a) OOO (b) DND (c) DL (d) RS (e) SO (f) FYI
(g) ASAP (h) TDS (i) V (j) ONL (10x1=10)

Q.9. Match the following:

Shoe mitts	Check-in
Wood worm	Houseman
Smart card	Bed making
Credenza	Job handover from one shift to another shift
Grub	Side board in guest room
Parasite	Larva of insect
GRC	An animal or plant depends upon another support and nourishment
GRA	Cleaning shoes
Foot fold	Furniture beetle
Log book	Embedded with microprocessor chip

(10x1=10)

Q.10. Fill in the blanks:

- (a) _____ is the furniture used to keep guest belonging.
 (b) Crinkle sheet can be called as _____.
 (c) _____ is known as nerve centre of housekeeping department.
 (d) Each floor in the hotel will have _____ to store linen and cleaning equipment.
 (e) Publicity cards placed in the guest room are called _____.
 (f) Small passage in the hotel floors for sending the soiled linen to laundry is _____.
 (g) _____ is the thin strip encircling a toilet seat in sanitised room.
 (h) _____ is preparing the bed for the guest in the evening to go to sleep.
 (i) _____ is a small plastic basket used to keep guest room cleaning equipment.
 (j) Quilts filled with down feathers or synthetic fiber is _____.

(10x1=10)

SUBJECT CODE: BHM108

EXAM DATE: 14.05.2018

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2017-2018

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Accountancy
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Define Double Entry System. Describe its features and advantages.

OR

Define Bank Reconciliation Statement. Describe the reasons for difference of balance between Cash Book and Pass Book.

(10)

Q.2. Enter the following transactions in the Journal:

Month	Particulars
January 01	Mr. Amit started business with Rs.6,00,000/-
January 10	Bought furniture from Modern Furniture for Rs.20,000/-
January 11	Purchased goods for cash Rs.15,000/-
January 12	Purchased goods from Roy & Co. for Rs.50,000/-
January 14	Opened a bank account by depositing Rs.75,000/-
January 15	Sold goods for cash Rs.25,000/-
January 17	Purchased stationery for Rs.1,000/- from stationery mart
January 18	Sold goods to Rahul for Rs.10,000/-
January 19	Bought machinery for Rs.10,000/- and payment made by cheque
January 20	Goods returned by Rahul for Rs.2,000/-
January 21	Payment to Roy & Co. by cheque Rs.15,000/-
January 22	Withdrew from bank for personal use Rs.30,000/-
January 23	Interest paid through cheque Rs.2,000/-
January 24	Withdrew from bank for office expenses Rs.10,000/-
January 25	Cheque received from Rahul Rs.5,000/-
January 27	Paid electricity bill for Rs.1,000/-
January 29	Cash sales for Rs.60,000/-
January 30	Commission received by cheque Rs.5,000/-

(10)

Q.3. From the following Trial Balance of M/s. Kumar Enterprises, prepare Trading A/c, Profit & Loss A/c and the Balance Sheet for the year ended 31st December 2016:

Dr. Balance	Amount (Rs)	Cr. Balance	Amount (Rs.)
Opening stock	20,000/-	Sales	2,70,000/-
Purchases	80,000/-	Purchase return	4,000/-
Sales return	6,000/-	Discount	5,200/-
Carriage inwards	3,600/-	Sundry creditors	25,000/-
Carriage outwards	800/-	Bills payable	1,800/-
Wages	42,000/-	Capital	75,000/-
Salaries	27,500/-		
Plant & Machinery	90,000/-		
Furniture	8,000/-		
Sundry debtors	52,000/-		
Bills receivable	2,500/-		
Cash in hand	6,300/-		
Travelling expenses	3,700/-		
Lighting (factory)	1,400/-		
Rent & taxes	7,200/-		
General expenses	10,500/-		
Insurance	1,500/-		
Drawings	18,000/-		
	3,81,000/-		3,81,000/-

Adjustments:

- (i) Stock on 31st December 1993 was valued at Rs.24,000/-
- (ii) Wages outstanding amounted to Rs.3,000/-
- (iii) Salaries outstanding amounted to Rs.2,500/-
- (iv) Prepaid insurance amounted to Rs.300/-
- (v) Provide depreciation on plant and machinery at 5% and on furniture at 20%.

(20)

Q.4. Explain the term 'Journal' and its advantages.

OR

What is Accounting? Explain the importance of accounting.

(10)

Q.5. Write short notes on **any five**:

- | | |
|---------------------|------------------|
| (a) Tangible Assets | (b) Contra Entry |
| (c) Debtors | (d) Revenue |
| (e) Capital | (f) Depreciation |

(5x2=10)

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EXAM DATE: 14.05.2018

Q.6. From the following particulars, prepare Three Column Cash Book:

2017	Particulars	Amount (Rs.)
April 1	Started business with cash	1,00,000/-
April 3	Opened a bank current account with SBI	60,000/-
April 6	Brought goods from Ashok	15,000/-
April 8	Paid Ashok by cheque and received discount	14,700/- 300/-
April 10	Sold goods to Mohan for cash and On credit	10,000/- 22,000/-
April 12	Received cheque from Mohan and Allowed discount	21,400/- 600/-
April 13	Cheque of Mohan deposited into bank	
April 15	Paid electricity charges and Rent	1,100/- 2,000/-
April 17	Received a cheque from Gopal for Rs.6,800/- in full settlement of his account Rs.7,000/-	
April 19	Endorsed the cheque of Gopal in favour of our creditor Amar	
April 23	Withdrew cash from bank for office use and for personal use	5,000/- 3,500/-
April 25	Bought a machine from Raman. He was paid by cheque	9,000/-
April 26	Paid carriage of machine and Installation charges	300/- 700/-
April 29	Bank allowed interest and Bank charges	800/- 200/-

(10)

Q.7. Differentiate between (any two):

- Capital Expenditure and Revenue Expenditure
- Gross Profit and Net Profit
- Cash Discount and Trade Discount

(2x5=10)

OR

Explain the meaning and purpose of preparing Final Accounts.

(10)

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Q.8. Explain the types of Cash Book with specimen format.

OR

Explain **any five** accounting concepts.

(10)

Q.9. Journalise the following transactions and post them to the ledger:

Month	Particulars
January 01	Mohit started business with a capital of Rs.75,000/-
January 01	Purchased goods from Manu on credit Rs.25,000/-
January 02	Sold goods to Raunak Rs.20,000/-
January 03	Purchased goods from Meenu Rs.5,000/-
January 04	Sold goods to Tanu for cash Rs.16,000/-
January 05	Goods returned to Manu Rs.2,000/-
January 06	Bought furniture for Rs.15,000/-
January 07	Bought goods from Vinay Rs.12,000/-
January 08	Cash paid to Manu Rs.10,000/-
January 09	Sold goods to Jane Rs.13,500/-
January 10	Goods returned from Raunak Rs.3,000/-
January 11	Cash received from Jane Rs.5,500/-
January 12	Goods taken by Mohit for domestic use Rs.3,000/-
January 13	Returned goods to Vinay Rs.1,000/-
January 14	Cash received from Raunak Rs.12,000/-
January 15	Bought machinery for Rs.18,000/-
January 17	Cash paid for the purchase of bicycle for Mohit's son Rs.1,500/-
January 19	Cash sales Rs.15,000/-
January 20	Cash purchases Rs.13,500/-

(10)

SUBJECT CODE: BHM109

EXAM DATE: 09.05.2018

Roll No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2017-2018

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Communication
TIME ALLOWED : 02 Hours MAX. MARKS: 50

Marks allotted to each question are given in brackets

- Q.1. What is communication? Identify the sender-oriented barriers to communication. (10)
- Q.2. Define Proxemics. How would you explain the use of space in communication? (10)
- OR**
- What are the different levels of listening that makes it effective in 2-way communication? (10)
- Q.3. 'Right body language is the key to success'. Explain in about 150 words. (5)
- OR**
- Differentiate between note taking and note making. (5)
- Q.4. What is the need of telephone skills within a hotel? How these play a vital role in guest satisfaction? (5)
- Q.5. Define the following (**any two**): (2x 2 ½ =5)
- (a) Kinesics (b) Phonetics (c) Audience Analysis (d) Grapevine
- Q.6. How colours and plants signify the communication? (5)
- Q.7. What are the essential qualities of a good speaker? Suggest ways to develop those qualities by a fresher in a hospitality institute. (5)
- Q.8. Use the following homophones in sentence to illustrate the difference in their meaning (**any five**): (5x1=5)
- (a) RIGHT / WRITE (b) IN / INN (c) FORE / FOUR
(d) MEET / MEAT (e) WINE / VINE (f) HOLE / WHOLE
(g) WAIST / WASTE (h) STATIONERY / STATIONARY

SUBJECT CODE: BHM117

EXAM DATE: 10.05.2018

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2017-2018

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Principles of Food Science
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. (a) Define Food Science.
(b) Define flavour and classify it. (5+5=10)
- Q.2. Discuss the effects of dry and moist heat on starch.
OR
What are the factors affecting gelatinization of starch? List the uses of carbohydrates in food preparation. (10)
- Q.3. What do you mean by rancidity of fats and oils? What measures will you take to prevent rancidity, while storing fats and oils? (10)
- Q.4. Write briefly on the various functional properties of protein.
OR
Discuss the uses of fats and oils in food preparation. (10)
- Q.5. Explain the **five** sensory evaluation methods of food.
OR
What do you mean by food processing? Discuss the various objectives of food processing. (10)
- Q.6. What is emulsion? Differentiate between oil / water and water / oil emulsion.
Discuss briefly the role of emulsifying agent in food preparation. (2+6+2=10)

Q.7. Differentiate between a solution, colloidal dispersion and a suspension.

OR

What are the application of colloid systems in food preparation?

(10)

Q.8. Give brief description of the following:

- (a) Denaturation of proteins
- (b) Classification of carbohydrates

(5+5=10)

Q.9. Differentiate between (**any five**):

- (a) Essential and non-essential amino acids
- (b) Difference and descriptive test
- (c) Leavening and shortening agent
- (d) Enzymatic and non-enzymatic browning
- (e) Hydrogenation and polymerization
- (f) Inversion and caramelization

(5x2=10)

Q.10. Fill in the blanks with the appropriate word:

- (a) Milk is an example of _____ emulsions (water in oil / oil in water).
- (b) _____ is the enzyme responsible for undesirable browning in food (phenol oxidase, amylase).
- (c) Heating of dry starch is known as _____ (caramalization/ dextrinization).
- (d) The continuous phase is sol is _____ (sol / liquid).
- (e) Triangle test is a _____ test (discrimination test / descriptive test).
- (f) Iodine number is the measure of the extent of _____ fatty acids present in fats and oils (saturated / unsaturated).
- (g) Hydrolysis of sugar to glucose and fructose in presence of acid is an example of _____ (inversion / caramalization).
- (h) The gum and free fatty acids present in fats are removed by _____ (neutralization / bleaching).
- (i) _____ is an example of class 1 preservative (salt / sodium benzoate).
- (j) _____ is the bond which unites two amino acids in proteins (glycosidic/ peptide).

(10x1=10)

SUBJECT CODE: BHM151

EXAM DATE: 07.05.2018

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2017-2018

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Food Production - II
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. What is the role of sauces in continental cuisine? List **three** derivatives of hollandaise sauce alongwith ingredients.

(4+6=10)

OR

Why soups are important part of a meal? Classify soups. Give example of **any four** international soups with their country of origin.

(2+6+2=10)

Q.2. (a) Draw a neat labelled diagram of cuts of lamb.

(b) Give three menu examples of lamb dishes with a brief description of each.

(7+3=10)

Q.3. (a) Classify fish in a chart form with suitable examples.

(b) What are the points to be considered while purchasing fish from the market?

(6+4=10)

Q.4. Explain briefly (**any two**):

(a) Pastry Creams

(b) Rigor Mortis

(c) Homogenisation of milk

(d) Steaks

(2x5=10)

Q.5. Differentiate between:

(a) Béchamel and Mayonnaise

(b) Fumet and Court-bouillon

(c) Sauce and Gravy

(d) Beurre Manié and Bain-marie

(e) Fish Meuniere and Fish Colbert

(5x2=10)

- Q.6. Define cheese. Describe the process of manufacturing cheese. How cheese should be ideally stored?

(2+6+2=10)

OR

List and briefly explain the various types of creams used in culinary preparations. What are the precautions to be taken while whipping cream?

(7+3=10)

- Q.7. With the help of a neat diagram, explain the structure and composition of a wheat grain. List **any three** bi-products of wheat.

(7+3=10)

OR

Write a detailed note on basic Indian gravies.

(10)

- Q.8. List the factors to be considered while preparing a layout of a kitchen for a large hotel. Draw the basic layout of receiving area of a hotel.

(4+6=10)

OR

With the help of a flow chart, explain the process of bread making. Name **any three** products prepared from laminated pastries.

(7+3=10)

- Q.9. Explain the following in two or three lines (**any ten**):

- | | | | |
|--------------|----------------|---------------|---------------|
| (a) Offals | (b) Minestrone | (c) Gluten | (d) Suet |
| (e) Docking | (f) Casein | (g) Pesto | (h) Zymase |
| (i) Collagen | (j) Canard | (k) Charmagaz | (l) Chantilly |
- (10x1=10)

- Q.10. A Match the following:

- | | |
|-----------------|----------------|
| (i) Marzipan | (a) Oranges |
| (ii) Zest | (b) Pigment |
| (iii) Myoglobin | (c) Pork |
| (iv) Bacon | (d) Shortening |
| (v) Margarine | (e) Almonds |

- B State True or False:

- (i) Rizala gravy is from Rajasthan.
- (ii) Gouda is a hard cheese.
- (iii) Profit rolls are prepared from choux paste.
- (iv) Jaconde sponge is almond based decorative sponge.
- (v) Double cream contains 60% butter fat.

(5+5=10)

SUBJECT CODE: BHM152

EXAM DATE: 11.05.2018

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2017-2018

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Food & Beverage Service - II
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Define services. Enumerate on various styles of food service followed in catering industry with their merits and demerits. (2+8=10)
- Q.2. List various factors to be considered while planning a good menu. Explain each factor in brief.
- OR**
- Plan a five course table d'hôtel (TDH) continental menu and draw cover for the same. (10)
- Q.3. Briefly explain the French classical courses in sequence with two suitable examples under each course and their accompaniments. (10)
- Q.4. Differentiate between:
(i) A la carte and Table d'hôte menu.
(ii) Centralized and de-centralized room service. (5+5=10)
- Q.5. Explain in detail Tripliate KOT checking system followed in sale control alongwith the help of flow chart.
- OR**
- List and explain the different types of KOT's (special checks) to be raised on different situations in restaurant operations. (10)
- Q.6. Write short notes on:
(a) Mise-en-place
(b) Deferred payment
(c) Single order sheet
(d) Sorbet (4x2 ½ =10)

SUBJECT CODE: BHM153

EXAM DATE: 08.05.2018

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2017-2018

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Front Office - II
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. What are the various factors affecting room tariff?
OR
Explain the advantages and disadvantages of having different types of room rates and room categories in a hotel. (10)
- Q.2. Discuss the importance of front office co-ordination with housekeeping department in a hotel. (10)
- Q.3. Define registration. Draw the format of Guest Registration Card. (2+8=10)
OR
Explain the steps involved in handling guest complaints. (10)
- Q.4. Describe four stages of 'Guest Cycle'. (10)
- Q.5. Explain, with the help of a flow chart, registration process of a FIT walk-in guest in a five-star hotel.
OR
Explain the concept of Hubbart's formula in tariff structure. (10)
- Q.6. Discuss the importance of maintaining guest history and also draw the format of guest history card. (10)

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Q.7. Write short note on **any two**:

- | | |
|----------------------|--------------------------|
| (a) Hospitality desk | (b) Modes of reservation |
| (c) Upgrading | (d) Upselling |

(2x5=10)

Q.8. Explain the importance of "C FORM" in the hotel system with format.

OR

What are the advantages and disadvantages of self-check-in terminal?

(5+5=10)

Q.9. Differentiate between the following (**any two**):

- (a) Tentative and confirmed reservation
- (b) Mechanical and attitudinal complaint
- (c) Reservation and registration

(2x5=10)

Q.10. Match the following:

- | | |
|--------------------------|----------------------------------|
| (a) Pre-arrival | (i) All payment in cash |
| (b) Density chart | (ii) En-pension |
| (c) Scanty baggage guest | (iii) Endorsement |
| (d) Whitney system | (iv) During the stay |
| (e) American plan | (v) Reservation |
| (f) Guest room change | (vi) Non-automatic |
| (g) Departure | (vii) Rate cutting |
| (h) Visa | (viii) Magnetic strip |
| (i) Market based pricing | (ix) Settlement of guest account |
| (j) Card key | (x) Room availability |

(10x1=10)

Q.7. Explain the different parts of cigar. Give **six** international brand names of cigar.
(7+3=10)

OR

Explain the care, storage and service procedure of cigarettes and cigars.
(10)

Q.8. Write the accompaniments of the following (**any five**):

- | | |
|---------------------|-------------------------|
| (a) Caviar | (b) Smoked salmon |
| (c) Asparagus | (d) Corn on the cob |
| (e) Escargot | (f) Orange juice |
| (g) Roast beef | (h) Shell fish cocktail |
| (i) Minestrone soup | (j) Oysters |

(5x2=10)

Q.9. Discuss the different types of breakfast in detail alongwith their respective courses.
(10)

Q.10. Match the following:

- | | |
|-----------------------|--------------------------|
| (a) Filler | (i) Scones |
| (b) Gueridon | (ii) Stewed fruits |
| (c) Crêpe suzette | (iii) Irish stew |
| (d) Asparagus | (iv) Hash brown potatoes |
| (e) Gouda | (v) Flambé |
| (f) English breakfast | (vi) Vegetable |
| (g) Fried egg | (vii) Pancake |
| (h) Mutton | (viii) Room service |
| (i) In-situ | (ix) Soup |
| (j) High tea | (x) Holland |
| | (xi) Cigar |

(10x1=10)
