

SUBJECT CODE: BHM201

EXAM DATE: 23.04.2018

ROLL No.....

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

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Food Production Operations  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Explain in detail how the Mughals influence changed the eating habits of the people of Indian quoting example from **any two** Indian regions.  
**OR**  
Gravies form an integral part of Indian Cookery. Discuss with examples. (10)
- Q.2. What are the important factors for planning menu for hospital catering?  
**OR**  
Plan an eight course Indian menu for a wedding **with a budget of Rs.1200/- per pax** for 500 portions. (10)
- Q.3. Explain in detail how food is prepared and served in **trains**?  
**OR**  
Write a detailed note on the various cooking mediums (**fats and oils**) used in Indian cooking. (10)
- Q.4. Discuss the various purchase systems adopted in catering industry.  
**OR**  
Write a detailed note on Kashmiri cuisine highlighting the Wazwan. (10)
- Q.5. Give a list of heat generating equipment used in volume feeding and on what basis this equipment is selected to perform the job. (10)
- Q.6. Write short notes (**any two**):  
(a) Institutional catering (b) Off premises catering  
(c) Indenting (d) Standard purchase specification (2x5=10)

Q.7. Explain the following terms in two or three lines (**any five**):

- (a) Rabadi
- (b) Marathi Moggu
- (c) Dhungar
- (d) Akori
- (e) Pulusu
- (f) Mawal
- (g) Dum Dena

(5x2=10)

Q.8. Write **ten** flour based Indian sweets with a brief description of each and the region of popularity.

(10)

Q.9. Give examples of:

- (a) Two meat based dish from Andhra Pradesh.
- (b) Two names of Patchadi from South India.
- (c) Two main ingredients in Potli ka masala.
- (d) Two sweet dish from Goa.
- (e) Two Indian Shorba.

(5x2=10)

Q.10. Fill in the blanks:

- (a) Sarson ka saag is made with \_\_\_\_\_ and \_\_\_\_\_.
- (b) Parsis are called as \_\_\_\_\_, who fled from \_\_\_\_\_ in the 8<sup>th</sup> century.
- (c) Kokum is a \_\_\_\_\_ used for \_\_\_\_\_.
- (d) Lapsi is made with \_\_\_\_\_ and \_\_\_\_\_.
- (e) \_\_\_\_\_ and \_\_\_\_\_ can be called as welfare catering.

(5x2=10)

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SUBJECT CODE: BHM202



EXAM DATE: 24.04.2018

ROLL No.....

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

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Food & Beverage Service Operations  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Define alcoholic beverages. Classify alcoholic beverages with example. (10)
- Q.2. Explain in detail various methods of distillation. (10)
- Q.3. Explain the manufacturing process of beer. Give names of **six** international beers with country of origin.
- OR**
- Explain 'Méthode champenoise' in detail. Give **six brand** names of champagne. (7+3=10)
- Q.4. Explain in brief (**any two**):  
(a) Solera system  
(b) Storage of wine  
(c) Role of hops in beer (2x5=10)
- Q.5. What are the important salient features in wine storage? Explain step by step service of red wine. (5+5=10)
- Q.6. Draw a neat diagram of a dispense bar and list **ten** equipment essential for a bar. (5+5=10)
- Q.7. Differentiate between (**any two**):  
(a) Ale beer and lager beer  
(b) Cognac and armagnac  
(c) Scotch whisky and Irish whisky (2x5=10)

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EXAM DATE: 24.04.2018

Q.8. Explain the manufacturing process of tequila. Give **four** brand names of tequila  
(8+2=10)

**OR**

Define liqueurs. Explain the manufacturing process of liqueurs and name **four** liqueur with base, flavour and country of origin.

(2+4+4=10)

Q.9. Define Bitters. Explain its types and brand names.

**OR**

Plan a four course continental menu with accompanying wine with each course.

(10)

Q.10. Explain in one or two line (**any ten**):

- |                    |                     |
|--------------------|---------------------|
| (a) V.S.O.P.       | (b) X.O.            |
| (c) IMFL           | (d) Eiswein         |
| (e) Fire champagne | (f) A.O.C.          |
| (g) Brix           | (h) Ullage          |
| (i) DOCG           | (j) Angel share     |
| (k) Sour mash      | (l) Chapitalisation |

(10x1=10)

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SUBJECT CODE: BHM203

EXAM DATE: 02.05.2018

ROLL No.....

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

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Front Office Operations  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. What is Property Management System? Explain Fidelio and Amadeus.  
**OR**  
Discuss the role of Information Technology in hotel industry. (10)
- Q.2. What are the various method of settling guest account in a hotel during check-out?  
**OR**  
Explain the step by step procedure of guest check-out through credit card. (10)
- Q.3. Define the following in one or two sentences (**any ten**):  
(a) Guest account (b) Folio  
(c) Guest weekly bill (d) VTL  
(e) Employee folio (f) VPO  
(g) BAR (h) Paid out  
(i) Credit limit (j) End of day  
(k) Guest ledger (l) POS (10x1=10)
- Q.4. (a) What are objectives of cash and credit control? -  
(b) Explain various credit control measures used by hotel. (5+5=10)
- Q.5. How would you handle the following?  
(a) Fire in room  
(b) Theft by hotel staff (5+5=10)

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EXAM DATE: 02.05.2018

Q.6. What is night auditing? Explain with procedure involved.

OR

What are duties and responsibilities of night auditor?

(10)

Q.7. Differentiate between (**any two**):

- (a) Guest ledger and city ledger
- (b) Credit limit and floor limit
- (c) Master folio and non-guest folio

(2x5=10)

Q.8. With the help of a format, explain ECO.

(10)

OR

Draw format of following:

- (i) Guest weekly bill
- (ii) Visitor paid out

(5+5=10)

Q.9. (a) Explain different types of keys used in hotel.

(b) Explain key control system used in hotel.

(5+5=10)

Q.10. Give the French term for:

- (a) Good morning
- (b) My pleasure
- (c) Yes Sir
- (d) Welcome
- (e) I am sorry
- (f) May I help you
- (g) Your baggage please
- (h) I want to make reservation
- (i) This is your room key sir
- (j) Thanks a lot

(10x1=10)

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SUBJECT CODE: BHM204

EXAM DATE: 25.04.2018

ROLL No.....

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

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Accommodation Operations  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Draw neat layout of linen room and explain the step by step activities of linen room. (5+5=10)

**OR**

Explain the work flow process of an industrial laundry with the help of flow chart. (10)

Q.2. What are the criteria for selection of linen and soft furnishing in a hotel?

**OR**

Explain how linen control can be maintained in a hotel. (10)

Q.3. Draw a layout of an on-premises laundry of a 400 rooms 5-star hotel. What are the important factors while planning a laundry?

**OR**

What are the various laundry agent used in the On-Premises Laundry in a hotel? (10)

Q.4. List the principles of design applied to flower arrangement with a brief explanation of each.

**OR**

What are indoor plants? Explain selection and care procedure for indoor plants. (10)

Q.5. Describe the process of issuing and exchanging of uniform for employees. (10)

Q.6. What are the factors to be considered while designing the uniform for hospitality industry? (10)

- Q.7. (a) Enumerate the activities carried out in the sewing room.  
(b) Enlist **five** large equipment found in a well set sewing room. (5+5=10)

- Q.8. Write short notes on **any two**:  
(a) Care and conditioning of fresh flowers  
(b) Dry cleaning  
(c) Stock taking (2x5=10)

- Q.9. Explain the following terms:  
(a) Thread count (b) Kenzan  
(c) Thimbles (d) Drill  
(e) Laundromat (f) Salt of lemon  
(g) Golden ratio (h) Suds  
(i) Ikebana (j) Damask (10x1=10)

- Q.10. A Draw laundry symbols for the following:

- (i) Hand wash  
(ii) Do not bleach  
(iii) Iron, High  
(iv) Dry clean, any solvent  
(v) Do not tumble dry

- B Fill in the blanks:

- (i) Linen that is officially declared unfit for use is \_\_\_\_\_.  
(ii) The average life span of a polycotton bedsheet is \_\_\_\_\_.  
(iii) Fabric that come straight from loom without having received any finishes \_\_\_\_\_.  
(iv) \_\_\_\_\_ refers to using any discarded materials for some other purpose.  
(v) \_\_\_\_\_ is a reweaving process to repair small holes in fabric. (5+5=10)

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SUBJECT CODE: BHM205

EXAM DATE: 26.04.2018

ROLL No.....

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

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Food & Beverage Controls  
TIME ALLOWED : 03 Hours  
MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Define the elements of cost and distinguish between fixed, variable and semi-variable cost with examples.

OR

What do you mean by pricing of issues? Explain the various methods used for pricing of issues in hotels.

(3+7=10)

Q.2. Inventory control plays an important role in cost reduction. Justify the statement and discuss the various inventory control techniques used in catering industry.

OR

List and explain different documents used in the receiving department.

(10)

Q.3. What is production control? Discuss the various stages of production control.

OR

Prepare a job description of a purchase manager of a four-star hotel.

(10)

Q.4. (a) List the characteristic of an ideal dry storage area.  
(b) Explain the objectives of a control system.

OR

What is Economic Order Quantity? Calculate the Economic Order Quantity from the following information:

(i) Consumption of raw material per annum	-	10000 kg.
(ii) Ordering cost per order	-	Rs. 50/-
(iii) Cost per Kg of raw material	-	Rs. 2/-
(iv) Storage cost	-	8%

(5+5=10)

Q.5. Explain the following (any four):

- |                       |                     |
|-----------------------|---------------------|
| (a) Overheads         | (b) Reorder level   |
| (c) Phases of control | (d) Revenue control |
| (e) Bin card          |                     |

(4x2 ½ =10)

CODE: FBC/02/APR-MAY/18/NC

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Q.6. Draw the formats (**any four**):

- |                                   |              |
|-----------------------------------|--------------|
| (a) Goods received book           | (b) Meat tag |
| (c) Cashier's sales summary sheet | (d) Invoice  |
| (e) KOT                           |              |

(4x2 ½ =10)

Q.7. Differentiate between **any two**:

- |   |
|---|
| (a) Ordering cost and carrying cost         |
| (b) Purchase requisition and purchase order |
| (c) Blind receiving and routine receiving   |

(2x5=10)

Q.8. Write short notes on **any two**:

- |                          |                     |                         |
|--------------------------|---------------------|-------------------------|
| (a) Obstacles of control | (b) Supplier rating | (c) Production planning |
|--------------------------|---------------------|-------------------------|

(2x5=10)

Q.9. Enumerate the reasons for preparing a standard purchase specification and prepare a standard purchase specification for grilled chicken.

(4+6=10)

Q.10. A Match the following:

- |                  |                             |
|------------------|-----------------------------|
| (i) Meat tag     | (a) Inventory control       |
| (ii) Overheads   | (b) Should sink in water    |
| (iii) Egg        | (c) Supplier                |
| (iv) Invoice     | (d) Indirect labour cost    |
| (v) ABC analysis | (e) Costly perishable items |

B Fill in the blanks:

- (i) \_\_\_\_\_ is a concise description of quality, size, weight etc. of a particular item.
- (ii) \_\_\_\_\_ is the usable part of a product after initial trimming and preparation.
- (iii) \_\_\_\_\_ shows the entire material received to an organisation on a particular day.
- (iv) \_\_\_\_\_ is used to track the movement of costly perishable items.
- (v) Food cost is a \_\_\_\_\_ type of cost.

(5+5=10)

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SUBJECT CODE: BHM206 ✓

EXAM DATE: 01.05.2018

ROLL No.....

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

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Hotel Accountancy  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Prepare a Profit & Loss account under Net Profit Method of Departmental Accounting from the information given below:

Sales	Amount in Rupees
Restaurant	4,00,000/-
Coffee shop	4,00,000/-
Bar	3,00,000/-
<b>Cost of Sales</b>	
Restaurant	1,20,000/-
Coffee shop	1,40,000/-
Bar	60,000/-
<b>Salaries &amp; Wages</b>	
Restaurant	9,000/-
Coffee shop	7,000/-
Bar	4,000/-
<b>Unallocated expenses</b>	
Office expenses	8,000/-
Head office expenses	10,000/-
Advertisement expenses	18,000/-
Fixed charges	20,000/-
Interest	30,000/-

**Note:** Unallocated expenses are to be apportioned in the following basis:

1. Office expenses and fixed charges are to be apportioned equally among all the departments.
2. Head office expenses and advertisement expenses to be apportioned on the basis of sales.
3. Interest to be apportioned in the ratio of 2:2:1

(15)



SUBJECT CODE: BHM206

EXAM DATE: 01.05.2018

Q.2. Prepare the Room Department schedule from the following data according to the format given by uniform system of accounting:

Particulars	Rs.
Sales-Transient	3,00,000/-
Sales - Permanent	75,000/-
Wages and salaries	25,000/-
Allowances - Room	10,000/-
Employees benefits	7,000/-
China & glassware	7,800/-
Cleaning	560/-
Guest laundry	6,357/-
Linen, blanket, uniform	5,830/-
Guests transportation	5,632/-

(10)

Q.3. From the following information, prepare a Balance Sheet as per Uniform System of Accounts:

Creditors	14,000/-
Capital	50,000/-
Net profit	4,600/-
Bank	8,000/-
Debtors	3,000/-
Furniture	3,000/-
Land & building	20,000/-
Bills payable	8,000/-
Drawings	4,000/-
Cash	3,200/-
Bills receivables	4,000/-
Closing stock	20,000/-
Plant and machinery	11,400/-

(15)

Q.4. Explain departmental accounting. What are the various methods of finding out profit? (3+7=10)

Q.5. What is auditing? Explain the difference between internal audit and statutory audit. (3+7=10)

OR

State the duties of internal auditor of a five-star hotel.

(10)

CODE: ACCTS/01/APR-MAY/18/NC

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SUBJECT CODE: BHM206

EXAM DATE: 01.05.2018

Q.6. What is internal control? State the various objectives of internal control. (3+7=10)

OR

Prepare the format of F&B department income statement under the uniform system of accounting for hotels. (10)

Q.7. What do you mean by Uniform System of Accounting? Explain the advantages of this system.

OR

Prepare the format of balance sheet under uniform system of accounts. (10)

Q.8. Write short notes on any five:

- (a) Capital (b) Asset (c) Creditors  
(d) Bad debt (e) Bank overdraft (f) Wasting assets  
(g) Depreciation (5x2=10)

Q.9. From the following information, prepare an income statement of ABC Hotel Ltd. in accordance with uniform system of accounts for hotels for the year ending 31<sup>st</sup> March 2016:

	In Rupees		In Rupees
<b>Net Sales</b>		<b>Fixed Charges</b>	
Rooms	5,50,000/-	Interest	3,000/-
Food & Beverages	3,90,000/-	Depreciation	11,000/-
Telephone	1,00,000/-	Rent	4,000/-
Others	1,40,000/-	Property tax	2,000/-
<b>Cost of Sales</b>		<b>Other expenses</b>	
Food & Beverages	1,60,000/-	Rooms	47,000/-
Telephone	60,000/-	Food & Beverages	23,000/-
Others	40,000/-	Telephone	4,000/-
<b>Pay roll related expenses</b>		Others	1,000/-
Rooms	55,000/-	<b>Rental &amp; other income</b>	1,25,000/-
Food & Beverages	39,000/-	Income Tax	40%
Telephone	8,000/-	<b>Sale of assets</b>	15,000/-
Others	4,000/-		

(10)

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SUBJECT CODE: BHM207

EXAM DATE: 27.04.2018

ROLL No.....

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

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Food Safety & Quality  
TIME ALLOWED : 02 Hours MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. Differentiate between cleaning and sanitizing. State **eight** principles of food hygiene. How would you ensure adequate waste water and waste disposal?  
(2+4+4=10)
- Q.2. What are the basic principles of preservation? Discuss the different methods of preserving foods.  
(10)
- Q.3. Discuss the innovations and advancements that have been made in the field of packaging.  
(5)
- Q.4. Write short notes on **any two**:  
(a) Food borne diseases (b) HACCP (c) Food additives  
(2x 2 ½ =5)
- Q.5. What are the main features of Food Safety and Standards Act, 2006?  
**OR**  
Differentiate between contaminants and adulterants. List the common adulterants present in various types of food.  
(5)
- Q.6. How Consumer Protection Act protects the rights of the consumers?  
**OR**  
Explain various types of food spoilage.  
(5)
- Q.7. Expand the following (**any five**):  
(a) FSSAI (b) GM foods (c) TQM  
(d) WHO (e) BSE (f) PFA  
(5x1=5)
- Q.8. How has globalisation of food supply affected food safety?  
(5)

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