

SUBJECT CODE: BHM201

EXAM DATE: 15.04.2019

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR 2018-2019

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. The development of technology has changed the face of modern kitchen. Justify the statement in detail by discussing about any five latest kitchen equipment used in Indian kitchen. (10)
- OR
- Classify kitchen equipment used in quantity food production. Discuss their specifications, uses, care and maintenance of any five of these. (10)
- Q.2. In Indian Cookery, various ingredients are used as thickening agents. What are these ingredients and how are they used to prepare the gravies? Give two menu items of each. (10)
- OR
- (a) What is Standard Purchase Specification?  
(b) What important points will you consider while purchasing and storing the following:  
(i) Chicken (b) Fish (c) Potato (d) Green peas
- Q.3. Compare and contrast the ethnic ingredient mixing, eating traditions between local Hindus and Catholics in Goan cuisine. (2+8=10)
- OR
- Discuss about Bengali cuisine in relation to Geographical location, Historical background, staple diet, equipment used, special occasions and festivals. (10)
- Q.4. Enlist the gravies used in Indian kitchen. Explain their method of preparation and name atleast two dishes that can be made from each gravy. (10)
- OR
- Explain about Tandoor with a neat diagram. List and explain in one or two lines ten items that can be prepared using tandoor. (5+5=10)
- Q.5. What are the basic principles of menu planning for quantity food production? Explain the various factors that need to be considered while planning a menu for volume feeding outlets. (5+5=10)
- Q.6. Discuss about mobile catering and its important salient features with reference to its branches. (10)
- Q.7. Plan a weekly cyclic menu for residential high school children from breakfast to dinner with an allowance of Rs.120/- per day, keeping nutritional factors in mind. (10)
- Q.8. Explain the following in one or two lines:  
(i) Sheermal (ii) Pottli masala (iii) Vindalo (iv) Zameen Doz (v) Wazwan  
(vi) Goda masala (vii) Panch phoron (viii) Lazzat e Taam (ix) Dum Pukth (x) Pradhamam
- Q.9. Write short notes on the following: (10x=10)  
(a) Theme dinners (b) Centralized kitchen (c) Indenting (d) Diet menus
- Q.10. Match the following: (4x 2 ½ =10)
- |                   |                  |
|-------------------|------------------|
| (a) Badin Jaan    | (i) Tamil Nadu   |
| (b) Makki ki roti | (ii) Kerala      |
| (c) Shikampuri    | (iii) Gujarat    |
| (d) Arroz         | (iv) Hyderabad   |
| (e) Amti          | (v) Bengal       |
| (f) Sukto         | (vi) Goa         |
| (g) Moilee        | (vii) Rajasthan  |
| (h) Gatte         | (viii) Awadh     |
| (i) Undhiyu       | (ix) Maharashtra |
| (j) Tabakmaaz     | (x) Punjab       |
|                   | (xi) Kashmir     |
- (10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR 2018-2019

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 wines. Classify wines. Give appropriate examples. (10)  
OR  
Explain the following:  
(a) Alcoholic beverages (b) Fermented beverages  
(c) Distilled beverages (d) Compounded beverages (4x 2 ½ =10)
- Q.2. Draw flow chart of beer making process. Give four brands of international beer. (6+4=10)
- Q.3. Give short answers on the following:  
(a) Faults in beer (b) List any five equipment and their uses in dispense bar (5+5=10)
- Q.4. Give the manufacturing process of Cognac. Differentiate between cognac and Armagnac. (5+5=10)  
OR  
How is rum produced from molasses? Give names of four international rum brands available in hotels. (6+4=10)
- Q.5. Write short notes on:  
(i) American proof (ii) Sikes scale (iii) Gay Lussac scale  
OR  
What is still? Explain the working of pot still and patent still. (10)
- Q.6. (a) What is Estufa? How is Madeira made by Estufagem process?  
(b) List the grape varieties of Madeira. How they determine the types of Madeira? (5+5=10)  
OR  
Explain 'Methode Champenoise' in detail. (10)
- Q.7. (a) Give the wine laws and wine classification of Italy.  
(b) Write a note on Piedmont wine region of Italy. (5+5=10)  
OR  
What is food and wine harmony? Give various rules for pairing food and wine. (10)
- Q.8. (a) What are Bitters?  
(b) What is Mistelle? How it is used in making vermouth?  
(c) List types of Vermouth  
(d) Give any four brands of Vermouth (4x2 ½ =10)
- Q.9. Give short answers (any four):  
(a) Absinthe (b) EAUX-DE VIE  
(c) TODDY (d) Fenny (e) Sula wines (4x2 ½ =10)
- Q.10. Match the following:  
(a) Chambord (i) Oranges, Blue, Netherlands  
(b) Sambuca (ii) Herbs, Dark gold, France  
(c) Baileys Irish Cream (iii) Oranges, Clear, France  
(d) Southern comfort (iv) Almonds, Brown, Italy  
(e) Midori (v) Coffee, Brown, Mexico  
(f) Kahlua (vi) Raspberries, Purple, France  
(g) Amaretto (vii) Licorice, Clear, Italy  
(h) Cointreau (viii) Chocolate, Pale Coffee, Ireland  
(i) Benedictine (ix) Peaches, gold, USA  
(j) Blue Curacao (x) Melons, Green, Japan (10x1=10)

SUBJECT CODE: BHM203

EXAM DATE: 25.04.2019

ROLL No.....

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR 2018-2019

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 do you mean by the term voucher? Explain **any four** types of vouchers.  
OR  
What is a folio? Explain **any four** types of folio. (2+8=10)
- Q.2. Explain the process of need analysis in the selection of a PMS.  
OR  
Explain **any five** modules of a PMS. (10)
- Q.3. Differentiate between (**any two**):  
(a) Travellers' cheque and personal cheque  
(b) Credit card and debit card  
(c) Guest ledger and city ledger (2x5=10)
- Q.4. What are the objectives of cash and credit control in front office? Mention the credit control measures during reservation and check in stages of guest cycle. (4+6=10)
- Q.5. Explain the step by step process of guest check out at the bell desk and cashier's desk. (4+6=10)
- Q.6. Elaborate on the process of night auditing in front office. (10)
- Q.7. Explain the steps to be taken for **any two** of the following situations:  
(a) Death in the hotel  
(b) Foreign currency exchange by front office cashier  
(c) Express check-out (2x5=10)
- Q.8. Explain the following terms (**any five**):  
(a) House limit (b) Floor limit (c) No post status  
(d) Due bank (e) Overage (f) Shortage  
(g) Self-check-out (5x2=10)
- Q.9. Give one word for the following:  
(a) Group of similar accounts.  
(b) Amount disbursed on behalf of guest.  
(c) Place form where goods and services are provided in a hotel.  
(d) Arbitrary time decided for night audit.  
(e) Accounts that have already or are approaching their credit limit.  
(f) The process of recording transaction on a guest folio.  
(g) A charge that reaches the front desk or is posted into guest accounts after his or her departure.  
(h) A room status term indicating that a guest is being allowed to check out later than the hotel's standard check-out time.  
(i) To settle in full, the balance of a folio as the guest checks out.  
(j) A guest who intentionally does not settle his or her account and leaves the hotel without informing the guest. (10x1=10)
- Q.10. A Translate into English:  
(i) Mon Plaisir (ii) Merci beaucoup (iii) À votre service  
(iv) Bonne nuit madame (v) Bienvenue monsieur
- B Translate into French:  
(i) I am sorry sir (ii) How are you, Ma'am? (iii) See you soon  
(iv) Sign here, please (v) Good afternoon, sir. (5+5=10)

SUBJECT CODE: BHM204

EXAM DATE: 22.04.2019

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR 2018-2019

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. Discuss the principles of design as applied in flower arrangement.  
OR  
Explain steps to be taken to make flowers and foliage last longer. (10)
- Q.2. Explain step by step activities of linen room. Draw a neat layout of linen room. (10)  
OR  
Explain the factors to be considered for purchase of linen in a hotel. Also, enlist points on storage of linen. (5+5=10)
- Q.3. Discuss the wash cycle in a commercial laundry. (10)
- Q.4. What are the activities associated with the sewing room in a hotel?  
OR  
Enumerate factors affecting indoor plant growth. (10)
- Q.5. A hotel is organising Thai Food Festival in the month of June. Design uniform for waitress of the hotel with colour and labeling. (10)
- Q.6. With the help of flow chart, explain hotel guest laundry cycle. Define valet and types of valet service.  
OR  
Draw the layout of On Premises Laundry. Give comparison between OPL and contract laundry in tabular form. (5+5=10)
- Q.7. Write short notes on (any two):  
(a) Centralised and decentralised linen room (b) Preparation of cold face towels  
(c) Methods of linen exchange (2x5=10)
- Q.8. Define the following:  
(a) Ukibana (b) Monogramming (c) Bonsai (d) Linen chute (e) Greek oblong (5x2=10)
- Q.9. A Draw laundry care labels / symbols for the following:  
(i) Bleaching (ii) Dry cleaning (iii) Do not wash  
(iv) Dry on flat surface (v) Do not tumble dry  
B Give one word for the following:  
(i) A reweaving process to repair small holes in fabric.  
(ii) In this arrangements only, flowers and leaves are used.  
(iii) Lopsided growth in indoor plants.  
(iv) Laundry chemicals added to wash cycle to prevent growth of bacteria and fungus.  
(v) American term for pillowcases. (5+5=10)
- Q.10. Fill in the blanks:  
(a) \_\_\_\_\_ is a synthetic cellular in nature and able to hold water.  
(b) No. of each type of linen required to make all guest rooms at any point of time is called \_\_\_\_\_.  
(c) Adaptation to new climate by the plant is referred to as \_\_\_\_\_.  
(d) \_\_\_\_\_ is a process used on cotton yarns to make them lustrous.  
(e) \_\_\_\_\_ is used to remove rust stains from cotton fabric.  
(f) \_\_\_\_\_ is a transparent globe containing growing plants.  
(g) Soap film is also called as \_\_\_\_\_.  
(h) Expand TACT \_\_\_\_\_.  
(i) \_\_\_\_\_ means making flowers 'live'.  
(j) \_\_\_\_\_ means to impart anti shrink characteristics to wool. (10x1=10)

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ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR 2018-2019

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. Write in detail the methodology and phases of cost control. (10)  
OR  
What do you mean by Food Cost? Write in detail the advantages of food cost control. (5+5=10)
- Q.2. For a hotel purchase manager, what factors are important, when appointing a F&B supplier?  
OR  
What are the different methods of purchasing practiced by hotels? Draw the format for purchase order. (5+5=10)
- Q.3. What is the importance of internal control? Write in detail various types of internal control. (5+5=10)  
OR  
What do you mean by fraud? What are the major types of fraud experienced in receiving department? Explain. (2+5+3=10)
- Q.4. Explain briefly the following (any five):  
(a) Bin card (b) Meat tag (c) Re-order level  
(d) Standard yield (e) Transfer notes (f) Economic order quality (5x2=10)
- Q.5. List the numerous equipment required by the receiving department as a control measure.  
OR  
What are the different ways that stocks can be valued in a food and beverage service operation? (10)
- Q.6. What is meant by SPS? Define the objectives of SPS and draw the format of SPS for tiger prawn. (10)
- Q.7. Draw the formats for the following:  
(i) Goods received book (ii) Cashiers sales summary sheet  
(iii) Credit note (iv) Inventory sheet  
(v) Delivery note (5x2=10)
- Q.8. How does storing play a major role in controlling process? Explain the importance of "place for everything and everything in place". (10)
- Q.9. Explain in detail the receiving procedure for Food & Beverage products in a hotel. Write in detail the numerous modes of receiving payment. (10)
- Q.10. A Indicate recommended temperature ranges for fresh food refrigerated storage for the following: (any five)  
(i) Dairy products  
(ii) Fish & Shellfish  
(iii) Frozen foods  
(iv) Meat & Fowl  
(v) Fruits (except bananas) vegetables and most other perishable products  
(vi) Maximum acceptable temperature for storage of all perishable foods
- B Match the following:
- |                                       |  |
|---------------------------------------|--|
| (i) Meat tag                          | (a) Cost of raw materials              |
| (ii) Volume forecasting               | (b) Through inspection of raw material |
| (iii) Cashier's sales summary receipt | (c) Expensive items                    |
| (iv) Stores ledger                    | (d) Revenue control                    |
| (v) Blind receiving                   | (e) Production control                 |
- (5+5=10)

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SUBJECT CODE: BHM206

EXAM DATE: 24.04.2019

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR 2018-2019

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. What do you mean by Financial Reporting Centers? Explain the difference between Revenue centers and Support centers.  
OR  
What do you mean by auditing? What are the advantages of auditing? (10)
- Q.2. What is Uniform System of Accounting? Explain advantages of Uniform System of Accounting.  
OR  
What do you understand by External Audit? How is it different from Internal Audit? (10)
- Q.3. What is Internal Control? Explain the features of Internal Control.  
OR  
Define Departmental Accounting and its features. (10)
- Q.4. Differentiate between the following (any two):  
(a) Trade discount and cash discount. (b) Direct expenses and indirect expenses. (2x5=10)  
(c) Gross profit and net profit.
- Q.5. Write short notes (any five):  
(a) Wasting assets (b) Additional capital  
(c) Revenue (d) Amortization (5x2=10)  
(e) Debtors (f) Liability
- Q.6. Explain the objectives of Internal Control system based on accounting and administrative control.  
OR  
What is cash control? Explain the difference between cash control and credit control. (10)
- Q.7. Prepare an Income statement of Rooms Department from the information given below:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Sales	4,50,000/-	Advertisement	15,000/-
Commission	2,000/-	Uniforms	5,000/-
Linen expenses	2,000/-	Kitchen fuel	20,000/-
Salaries and wages	25,000/-	Pay roll taxes	2,000/-
Operating supplies	2,000/-	Contract cleaning	1,800/-
License fee	5,000/-	Extra benefits	5,000/-
Other revenue	10,000/-	Allowances	5,000/-
Laundry	5,000/-	Other expenses	1,500/-

(10)

- Q.8. From the following information, prepare a balance sheet by using uniform system of hotel accounts:

Particulars	Amount (Rupees)	Particulars	Amount (Rupees)
Bills payable	2,000/-	Sundry creditors	12,000/-
Cash	4,460/-	Bank	4,000/-
Capital	2,50,000/-	Net profit	76,860/-
Drawings	48,000/-	Sundry debtors	57,000/-
Closing stock	25,400/-	Plant	42,000/-
Building	1,50,000/-	Patents	10,000/-
Trade marks	5,000/-	Goodwill	20,000/-

(10)

SUBJECT CODE: BHM206

EXAM DATE: 24.04.2019

Q.9. Agarwal Pvt. Ltd. operates a 30 room hotel in Delhi. You are required to prepare the income statement of the hotel under Uniform System of hotel accounts:

Particulars		Amount (Rs.)
Rooms Department	Net Sales	5,00,000/-
	Salaries	50,000/-
	Employee uniform	35,000/-
	Meal	5,000/-
	Laundry services	30,000/-
	Miscellaneous	25,000/-
Food & Beverage Department	Net Sales (Food)	2,00,000/-
	Net Sales (Beverage)	1,50,000/-
	Cost of sales (Food)	50,000/-
	Cost of sales (Beverage)	50,000/-
	Salaries	30,000/-
	Staff Uniform	10,000/-
	Meal	5,000/-
	Expenses	5,000/-
Telephone	Sales	40,000/-
	Payroll & related expenses	10,000/-
	Other expenses	10,000/-
Marketing	Payroll & related expenses	50,000/-
	Other expenses	5,000/-
Property operation & maintenance	Payroll	10,000/-
	Other expenses	2,000/-
Cost of Fuel, Light and Heat		25,000/-
<b>Other general expenses</b>		50,000/-
Rent		
Insurance		5,000/-
Depreciation		10,000/-
<b>Other items</b>		
Profit on sale of asset		75,000/-
Income Tax rate		25%

(10)

Q.10. Prepare an Income statement according to Departmental Accounting from the following information:

Particulars		Amount (Rupees)
Sales	Food	6,00,000/-
	Beverage	3,00,000/-
Cost of sales	Food	1,50,000/-
	Beverage	1,00,000/-
Wages & Salaries	Food	1,00,000/-
	Beverage	50,000/-
Unallocated expenses	Advertisement	25,000/-
	Gas & Electricity	20,000/-
	Rent	50,000/-
	Laundry	10,000/-
	Cleaning materials	5,000/-
	Office expenses	50,000/-

**Note:** Unallocated expenses are to be apportioned amongst departments on the following basis:

- (i) Advertisement: Food 60% Beverage 40%
- (ii) Gas and Electricity: Food 70% Beverage 30%
- (iii) All other unallocated expenses are to be apportioned in the ratio of sales

(10)

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SUBJECT CODE: BHM207

EXAM DATE: 26.04.2019

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR 2018-2019

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. A. Explain **any two** following common food borne micro-organisms in a line or two:  
(i) Bacteria (ii) Fungi (c) Virus (d) Parasites
- B. What are the various factors affecting bacterial growth in Food Safety? (5+5=10)
- Q.2. (a) What are the various sources of contamination?  
(b) Explain **any five** common methods of preservation with examples. (5+5=10)
- Q.3. Write short notes (on **any two**)  
(a) Causes of food spoilage  
(b) Food additives and its benefits  
(c) Good hygiene practice (5+5=10)
- Q.4. What is fermentation? Give examples of fermentation in different food groups.  
OR  
What are the various preventive measures to control food borne diseases? (5)
- Q.5. Explain clearly **any two** of the following with example:  
(i) Preservatives (ii) Anti-oxidants  
(iii) Sweeteners (iv) Food colour  
(v) Emulsifying agents (2x 2 ½ =5)
- OR  
List **any five** common food adulterants with examples. (5)
- Q.6. What are the basic principles of HACCP? (5)
- Q.7. Match the following (**any five**):
- |                   |                                |
|-------------------|--------------------------------|
| (a) Yeast         | (i) Certification <i>e</i>     |
| (b) Uncooked pork | (ii) Kaizer <i>b)</i>          |
| (c) Preservative  | (iii) Stabilizer <i>op</i>     |
| (d) Adulterant    | (iv) Budding process <i>a</i>  |
| (e) ISI           | (v) Tape worn <i>b</i>         |
| (f) TQM           | (vi) Sodium benzoate <i>c</i>  |
| (g) Agar          | (vii) Metanil yellow <i>al</i> |
- (5x1=5)

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