

SUBJECT CODE: BHM305

EXAM DATE: 27.04.2018

ROLL No.....

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

COURSE : 6<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Food & Beverage Management  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Define cost. Explain the elements of cost with examples.

OR

With the help of a graph diagram, explain the various types of costs.

(10)

Q.2. What is variance analysis? Explain the different variances in food & beverage operations.

(10)

OR

What is budgetary control? Discuss the different budgets prepared in F&B operations.

(2+8=10)

Q.3. What are the primary purposes of establishing beverage purchasing control?

(10)

Q.4. Explain break-even analysis in detail with the help of a graph diagram.

(10)

Q.5. Explain the various methods employed for inventory control in a 5-star hotel.

OR

List the objectives of inventory control. With the help of graph, explain various levels of stock.

(10)

Q.6. Write short notes on any four:

- |                   |                     |                        |
|-------------------|---------------------|------------------------|
| (a) Zero budget   | (b) ABC technique   | (c) Leadership pricing |
| (d) PV ratio      | (e) Standard recipe | (f) Marketing          |
| (g) Standard cost | (h) Sales mix       |                        |

(4x2 ½ =10)

Q.7. Discuss the various tools of menu merchandising. (10)

Q.8. Define menu engineering. How are menu items categorized on the basis of menu engineering? (4+6=10)

OR

Define MIS. Explain the various reports generated through MIS. (10)

Q.9. Explain in detail the different sales control procedures adopted in a hotel. (10)

Q.10. Fill in the blanks:

- (a) \_\_\_\_\_ is the place within the hotel where goods are sold or services are rendered.
- (b) Counting each and every item in the stock is called as \_\_\_\_\_ inventory.
- (c) Emergency stock is also called as \_\_\_\_\_.
- (d) \_\_\_\_\_ is referred to as a time gap between date of placing the order and actual delivery.
- (e) Budgets prepared for less than one year are known as \_\_\_\_\_.
- (f) \_\_\_\_\_ menu repeats itself periodically, usually on fortnightly basis, followed in hostels.
- (g) Storage temperature for white wines is \_\_\_\_\_ degree Celsius.
- (h) SPS refers to \_\_\_\_\_.
- (i) \_\_\_\_\_ cost that does not change with the volume of sales.
- (j) Essential document required for placing the order with the supplier \_\_\_\_\_.

(10x1=10)

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SUBJECT CODE: BHM306

EXAM DATE: 25.04.2018

ROLL No. ....

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

COURSE : 6<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Facility Planning  
TIME ALLOWED : 03 Hours  
MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Explain the seven design considerations for designing a hotel. (10)
- Q.2. With the help of a neat diagram, explain systematic layout planning pattern (SLP). (10)
- Q.3. Give the specifications for **any two**:  
(a) work table with sink and overhead shelf.  
(b) Bain Maire counter  
(c) Titting pan (2x5=10)
- Q.4. State the criterion for heritage hotel classification.  
OR  
Explain blue print and its importance. (10)
- Q.5. What are the principles of kitchen layout and design?  
OR  
Draw and briefly explain different type of kitchen. (10)
- Q.6. Define the following:  
(a) Workflow of stores  
(b) Importance of kitchen stewarding (5+5=10)

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Q.7. Write short notes (**any two**):

- (a) Types of car parking.
  - (b) Mention about the various methods of conserving energy in Food & Beverage department.
  - (c) List facilities provided at 5-star hotels for physically challenged guests.
- (2x5=10)

Q.8. PERT and CPM are important tools of modern project management. Explain their application in the hotel industry.

**OR**

Differentiate between CPM and PERT.

(10)

Q.9. Explain in one or two lines (**any ten**):

- (a) FSI
- (b) FAR
- (c) Carpet area
- (d) Plinth area
- (e) Normal cost
- (f) Network crashing
- (g) FIFO
- (h) CADD
- (i) Welding
- (j) SWG
- (k) Slab plan
- (l) Event

(10x1=10)

Q.10. Draw a network diagram for the given project and find out the critical path:

Task	Time	Required predecessor (s)
A	2	-
B	3	-
C	4	-
D	1	A
E	2	B
F	5	B
G	7	C
H	2	D,E
I	3	F,G
J	1	H,I

(10)

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SUBJECT CODE: BHM351 ✓

EXAM DATE: 23.04.2018

ROLL No.....

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

COURSE : 6<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Advance Food Production Operations - II  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Describe the regions of Chinese cuisine with their speciality. List **five** speciality Chinese equipment with their application.

(5+5=10)

Q.2. Explain in detail about the regional speciality of Mexican cuisine on the basis of geographical and historical background.

OR

Describe in detail the characteristics of Italian cuisine and justify the importance of pastas in Italian cuisine.

(10)

Q.3. Define ice cream and role of additives and preservatives used in ice cream making.

(3+7=10)

Q.4. Write the steps involved in manufacturing processing of chocolate.

OR

Define meringues. What are the different types of meringues used in confectionery?

(10)

Q.5. Explain the types of icing and toppings used in cake decoration. Write the use of icing in cake making.

(5+5=10)

Q.6. Briefly describe the role of different ingredients in bread making. Explain **any two** varieties of bread faults with their reason.

(6+4=10)

Q.7. Explain the steps involved in developing new recipes for a speciality outlet.

(10)

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Q.8. Write short notes on any two:

- (a) Job description
- (b) Organoleptic and sensory evaluation
- (c) Bread improver
- (d) Forecasting

(2x5=10)

Q.9. Write short notes on any ten.

- |                |                 |                  |
|----------------|-----------------|------------------|
| (a) Kibbeh     | (b) Paella      | (c) Enchiladas   |
| (d) Calzone    | (e) Spaetzle    | (f) Sauerbraten  |
| (g) Parline    | (h) Moussaka    | (i) Sumac powder |
| (j) Mortadella | (k) Royal icing | (l) Ravioli      |

(10x1=10)

Q.10. Define yield. Discuss the importance of yield management system in kitchen.

(10)

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SUBJECT CODE: BHM352

EXAM DATE: 24.04.2018

ROLL No.....

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

COURSE : 6<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Advance Food & Beverage Operations - II  
TIME ALLOWED : 03 Hours  
MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. What are the various methods of preparing cocktails? Explain with suitable examples.

OR

Enlist, define and briefly explain **ten** different styles of cocktail. (10)

Q.2. Define garnish. Explain importance of garnishes for cocktails. (2+8=10)

OR

Write one classic cocktail recipe each for the following:

- |               |                |
|---------------|----------------|
| (i) Gin       | (ii) White rum |
| (iii) Tequila | (iv) Whisky    |
| (v) Brandy    |                |
- (5x2=10)

Q.3. As a Bar Manager, write remedies for five bar-frauds commonly observed in a bar. (10)

Q.4. "An F&B outlet cannot perform well without a supervisor". Express your views to justify this statement.

OR

"Cocktails on the bar menu provide an opportunity to increase beverage sale." Express your views to justify this statement. (10)

Q.5. For a 400 room five-star hotel, prepare:  
(a) Job specification of bar manager  
(b) Job description of F & B manager (5+5=10)

- Q.6. Write standard operating procedures for:
- (a) Taking an order for a cocktail
  - (b) Serving a cocktail in a restaurant
- (5+5=10)

- Q.7. As an outlet manager, how will you deal with the following situations?
- (a) A person asking for alcoholic beverage who has not attained legal drinking age yet.
  - (b) Air conditioning system of speciality restaurant breaks down suddenly during lunch hours.
- (5+5=10)

- Q.8. Draw sample formats of the following (**any two**):
- (a) Inter-Bar Transfer
  - (b) Spoilage Form
  - (c) Bar Requisition
  - (d) Bar Inventory Sheet
- (2x5=10)

- Q.9. Differentiate between the following (**any four**):
- (a) Speed Rail and Speed Pourer
  - (b) Lounge Bar and Mini Bar
  - (c) F & B Manager and Manager, F & B
  - (d) White Russian and Black Russian
  - (e) Build and On the rocks
- (4x 2 ½ =10)

- Q.10. Define the following in one or two lines (**any ten**):
- (a) Nail
  - (b) Corkage
  - (c) Breakfast martini
  - (d) Spill mat
  - (e) Bacardi
  - (f) L-3 Liquor License
  - (g) Humidor
  - (h) Wine cradle
  - (i) Par stock
  - (j) Ullage
  - (k) Long drinks
  - (l) Angostura bitter
- (10x1=10)

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SUBJECT CODE: BHM353

EXAM DATE: 01.05.2018

ROLL No.....

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

COURSE : 6<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Front Office Management - II  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. What is Yield Management Software? With the help of yield management cycle, explain its significance in a hotel. List the reports generated by Yield Management Software.

(2+4+4=10)

OR

What is break-even analysis? Explain how it can be used in rooms division to maximize room revenue. Suggest the role of non-room revenue.

(2+8=10)

Q.2. Explain the concept of timeshare and briefly describe the various types of timeshare.

(10)

Q.3. Write an essay on Resort Condominium International.

OR

Highlight the historical development of timeshare business and its subsequent spread and growth in India.

(10)

Q.4. (a) What does the equivalent occupancy equation, consider that the identical yield equation does not?

(b) Why is the difference significant?

(5+5=10)

OR

What are the challenges and problems in yield management?

(10)

Q.5. List and explain high demand tactics for both transient and group business.

(10)

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EXAM DATE: 01.05.2018

Q.6. Differentiate between (any four):

- (a) Hurdle Rate and Rack Rate
- (b) Deeded Contract and Right to Use
- (c) ARR and Potential Average Rate
- (d) Duration Control and Discount Allocation
- (e) Timeshare and Condominium

(4x2 ½ =10)

Q.7. Explain the following terms in brief (any ten):

- (a) Vacation exchange
- (b) Achievement factor
- (c) RevPAR Index
- (d) Booking lead time
- (e) Series group
- (f) Non-room revenue
- (g) Capacity management
- (h) Fair market share
- (i) Rate spread
- (j) Points program
- (k) MLOS

(10x2=20)

Q.8. Explain with example any two of the following terms:

- (a) Capacity Management
- (b) Discount Allocation
- (c) Duration Control
- (d) Revenue Management Software

(2x5=10)

OR

- (a) A hotel, which is currently operating at 60% average occupancy and with an A.R.R. of Rs.7,000/- is planning to increase its A.R.R. to Rs.8,000/-, what occupancy percentage it must achieve to obtain identical yield percentage.
- (b) If the same hotel has the marginal cost (cost per occupied room) of Rs.700/- and the hotel plans to offer an off-season discount of 25%, what would be the equivalent occupancy percentage needed to get the same level of net revenue?

(5+5=10)

Q.9. Consider the following data of hotel ABC.

Total rooms	-	400
Rooms sold	-	320
Rack rate	-	Rs. 3,000/-
140 rooms sold @ Rs. 2,500/-		
100 rooms sold @ Rs. 2,200/-		
80 rooms sold @ Rs. 2,000/-		

Calculate the yield percentage for Hotel ABC

(5)

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EXAM DATE: 01.05.2018

Q.10. Select the correct French translation of the following statements in English:

- (a) Please bring my luggage
  - (i) S'il vous plaît apporter mes bagages
  - (ii) Obtenir mes baggages
- (b) May I help you?
  - (i) Puis-je vous aider?
  - (ii) Puis-je l'aider?
- (c) What is the exchange rate of US Dollar?
  - (i) Quel est le taux de change de Dollar?
  - (ii) Quel est le taux de change du dollar american?
- (d) That is an Indian restaurant.
  - (i) C'est un restaurant indien.
  - (ii) ou est un restaurant indien.
- (e) Your room is on second floor.
  - (i) Votre chambre est au deuxième étage.
  - (ii) Ma chambre est au deuxième étage.

(5x1=5)

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SUBJECT CODE: BHM354

EXAM DATE: 26.04.2018

ROLL No.....

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

COURSE : 6<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Accommodation Management - II  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Colours play an important role in creating an environment. With the help of a colour wheel, explain the various colour schemes.

OR

What is refurbishment? What is the role of the housekeeping department during refurbishment?

(10)

Q.2. What are the precautions one has to take while dealing with the situation of death in a hotel?

(10)

OR

- (a) What is an accident  
(b) As an employee what are your responsibilities to ensure safety at work place?

(5+5=10)

Q.3. Key control is an important tool for preventing theft in a hotel room. Discuss.

(10)

Q.4. List any ten measures taken by hotels to ensure guest and employee safety.

OR

Describe any five types of window treatments.

(10)

Q.5. What is carpet? Briefly explain different types of carpets.

(3+7=10)

Q.6. Differentiate between (any two):

- (a) Resilient flooring and non-resilient flooring  
(b) Indirect lighting and semi indirect lighting  
(c) Stiff window treatments and soft window treatments  
(d) Redecoration and refurbishing

(2x5=10)

SUBJECT CODE: BHM354



EXAM DATE: 26.04.2018

Q.7. Elaborate **any one** of the following:

- (a) Elements of design
- (b) Principles of design

(10x1=10)

Q.8. Enlist the standard amenities provided in a double room and draw the layout of a double room with dimensions of a five-star hotel.

(10)

Q.9. List the activities involved for an Executive Housekeeper six weeks in advance for an upcoming Business Hotel.

(10)

Q.10. Match the following:

- |                           |                          |
|---------------------------|--------------------------|
| (a) Atrium                | (i) Geometrical patterns |
| (b) Venetian blinds       | (ii) Rice paper          |
| (c) Linoleum              | (iii) Bay window         |
| (d) Face of carpet        | (iv) Lobby               |
| (e) Pencil pleats         | (v) Chinese origin       |
| (f) 180°view              | (vi) Opposite            |
| (g) Wood parquet          | (vii) Pile               |
| (h) Balastore             | (viii) Floor             |
| (i) Complementary colours | (ix) Blinds              |
| (j) Shoji screens         | (x) Curtains             |

(10x1=10)

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