

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

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. What is Trial Balance? Explain the advantages of Trial Balance. (10)
 OR
 Explain the three types of accounts with examples. Give their respective golden rules of journalizing the transactions. (10)
- Q.2. Explain the meaning and purpose of preparing final accounts. (10)
 OR
 Differentiate between the following (any two):
 (a) Debtors and creditors (b) Cash book and petty cash book (c) Reserve and revenue (2x5=10)
- Q.3. What is capital and revenue expenditure? Explain with examples. (10)
 OR
 What is accounting? Explain the objectives of accounting. (10)
- Q.4. Journalise the following transactions:

Date	Particulars	Rupees
January 1	Capital paid into bank	3,00,000/-
January 1	Bought stationery for cash	400/-
January 2	Bought goods for cash	25,000/-
January 5	Sold goods for cash	10,000/-
January 6	Bought office furniture from Mahendra Bros.	40,000/-
January 11	Sold goods to Jacob	12,000/-
January 12	Received cheque from Jacob	12,000/-
January 14	Paid Mahendra Bros. by cheque	40,000/-
January 16	Sold goods to Ramesh & Co.	5,000/-
January 20	Bought from S.Seth & Bros.	15,000/-
January 23	Bought goods for cash from S.Narain & Co.	22,000/-
January 24	Sold goods to P.Prakash	17,000/-
January 26	Ramesh & Co. Paid on account	2,500/-
January 28	Paid S.Seth & Bros. by cheque in full settlement	14,800/-
January 31	Paid salaries	2,800/-

- Q.5. Write short notes on any five: (10)
 (a) Goodwill (b) Closing stock (c) Net profit
 (d) Cash discount (e) Contingent liability (f) Depreciation (5x2=10)
- Q.6. Define Bank Reconciliation Statement and list the cause of difference in the cash book and pass book balances. (10)
 OR
 What is the meaning of Journal? Explain the contents of journal format and show how posting is done in it by any two imaginary transactions. (10)
- Q.7. Enter the following transactions in a three column cash book:

2011	Particulars	Rupees
March 1	Cash in hand	10,000/-
March 1	Cash at bank	8,000/-
March 2	Sold goods for cash with cash discount @ 10%	6,000/-
March 5	Paid by cheque for direct purchases	1,500/-
March 7	Paid rent in cash	1,000/-
March 9	Deposited cash into bank	2,000/-
March 10	Received cheque from Arun after a discount of Rs.100/-	900/-
March 11	Received commission in cash	700/-
March 12	The cheque received from Arun was dishonoured	900/-
March 14	Paid cash wages	100/-

Q.8. Enter the following transaction in the Purchase Book of M/s. Raj Electrical Store:

2018 April 2	Purchased goods from Surya Electrical: 200 Tubelights @ Rs.350/- each 50 table fans @ Rs.900/- each 20 heaters @ Rs.1,000/- each Trade discount 15%
April 10	Bought goods from New Light Traders: 20 table fans @ Rs.1,500/- each 40 ceiling fans @ Rs.1,500/- each 10 electric irons @ Rs.700/- each Trade discount 20% Sales tax 8%
April 20	Purchased goods from Hardeep Electricals on credit: 120 dozen bulbs @ Rs.80/- per dozen Trade discount 10%
April 22	Bought goods from Sunny electricals: 5 electric irons @ Rs.550/- each
April 28	Bought goods from Furniture house on credit: 12 chairs @ Rs.1,000/- each 2 tables @ Rs.1,500/- each

(10)

Q.9. From the following trial balance of Shri Rahul Gupta, prepare Trading and Profit & Loss Account for the year ended 31st December 2016 and Balance Sheet as on that date:

Particulars	Dr. Amount (Rs)	Cr. Amount (Rs.)
Purchase and Sales	2,75,000/-	5,20,000/-
Return inwards	15,000/-	
Return outwards		9,000/-
Carriage	12,400/-	
Wages & Salaries	58,600/-	
Trade expenses	2,200/-	
Rent		13,000/-
Insurance	2,000/-	
Audit fees	1,200/-	
Debtors and creditors	1,10,000/-	62,100/-
B/R and B/P	3,300/-	2,200/-
Printing and advertising	5,500/-	
Commission		1,000/-
Opening Stock	36,000/-	
Cash in hand	12,800/-	
Cash at bank	26,800/-	
Bank loan		20,000/-
Interest on loan	1,500/-	
Capital		2,50,000/-
Drawings	15,000/-	
Fixed assets	3,00,000/-	
	8,77,300/-	8,77,300/-

Adjustments:

- (i) Stock at the end Rs.60,000/-.
- (ii) Depreciate fixed assets by 10%.
- (iii) Commission earned but not received amounts to Rs.400/-.
- (iv) Rent received in advance Rs.1,000/-.
- (v) Interest on bank loan @ 15% p.a. is unpaid for the last six months.
- (vi) Allow 8% interest on capital and change Rs.900/- as interest on drawings.

(20)

Roll No.....

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

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. Define kinesics. Describe in detail the aspects of body language in communication. (10)
OR
Discuss the role of grooming for hospitality professionals. (10)
- Q.2. Discuss the barriers of communication. How can barriers be overcome? (10)
- Q.3. Discuss the barriers to listening. (8)
- Q.4. How would you make a speech effective? (5)
- Q.5. Briefly discuss the characteristics of communication. (5)
OR
- Make sentences to bring out the meaning:
- (i) Bare; bear
 - (ii) Buy; bye
 - (iii) Dew; due
 - (iv) Hear; here
 - (v) Wait; weight
- (5x1=5)
- Q.6. Write short notes (any two): (2x3=6)
(a) Intrapersonal communication
(b) Empathic listening
(c) Telephone skills
- Q.7. What points would you bear in mind to make listening effective? (6)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA

ACADEMIC YEAR 2018-2019

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 labeled layout of a suite room of five star hotel.
 OR
 What procedure will you adopt to clean a vacant room and an occupied room? (10)
- Q.2. Explain the procedure for daily cleaning of a check-out room.
 OR
 Explain the process of lost and found in a hotel. Support your answer with the necessary formats required. (10)
- Q.3. Discuss various preventive and control measures for different pest found in hotels. (10)
- Q.4. Explain the different types of electronic key cards used in hotel industry. Enumerate the difference between key card and card key. (8+2=10)
 OR
 What is the importance of a clean hotel lobby? Explain different methods to keep the lobby clean. (10)
- Q.5. Describe and draw the format for the following forms (any two):
 (a) Log book (b) Key control register
 (c) Guest message register (d) Floor supervisor checklist (2x5=10)
- Q.6. As a housekeeper, what are the points you should keep in mind while selecting a bed and mattress for a guest room? (10)
- Q.7. Define the following (any ten):
 (a) Linen chute (b) WC band (c) Dutch's wife
 (d) Second service (e) Mitring (f) Good night card
 (g) Bolster (h) Promotional tent card (i) Headboard
 (j) Coverlet (k) Vestibule (10x1=10)
- Q.8. Write four guest room amenities each, placed in the following areas (any five):
 (a) Wardrobe (b) Vanity counter (c) Bedside table
 (d) Study table (e) Credenza (f) Minibar (5x2=10)
- Q.9. Give reasons for the following:
 (a) The room is cleaned either in clockwise or in anti-clockwise direction.
 (b) Master keys are made one in number.
 (c) The cart is positioned in front of the door with the shelves facing the door.
 (d) The room assignment sheet is made in triplicate.
 (e) Wash your hands before starting to make the bed. (5x2=10)
- Q.10. A Fill in the blanks:
 (i) _____ is a very light service given to a room that has been given a full service earlier in the day, when it was occupied, but is now vacated.
 (ii) A key that can open all the guestrooms of the hotel even if they are double locked is known as _____.
 (iii) _____ are the guest supplies not normally found in a guestroom, but available upon request.
 (iv) Larvae of insects are also called as _____.
 (v) Other name for white ant is _____.
 B Expand the following:
 (a) OOO (b) OOS (c) GRA
 (d) DND (e) BFP (5+5=10)

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

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. Explain the various types of menu. (10)
- Q.2. Explain the various types of food service followed in catering industry. (10)
- Q.3. Explain the courses of French classical menu with relevant example from each course. (10)
OR
 Discuss different types of breakfasts in detail along with their respective menus. (10)
- Q.4. Explain the processing of tobacco for cigarettes, cigars and pipe tobacco. (10)
OR
 (a) Mention how to take care and storage to be done of cigarettes and cigars.
 (b) What are the popular shapes and size of cigar? (5+5=10)
- Q.5. With the help of flow chart, explain triplicate KOT system control. (10)
OR
 List and explain the different types of KOTs. (10)
- Q.6. Explain the following (**any four**): (4x2 ½ = 10)
 (a) Crumbing procedure (b) Types of caviar
 (c) B.O.T. (d) Supper
 (e) High tea (f) Brunch
- Q.7. Explain the points to be considered while planning a menu. (10)
OR
 Explain Mise-en-place and Mise-en-scene. (10)
- Q.8. Write the accompaniments of **any five**: (5x2=10)
 (a) Cheese (b) Oyster (c) Caviar (d) Chilled melon
 (e) Smoked salmon (f) Irish stew
- Q.9. Give French names of **any ten** of following: (10x1=10)
 (a) Egg (b) Spinach (c) Cheese (d) Soup
 (e) Apple (f) Fish (g) Chicken (h) Duck
 (i) Mushroom (j) Butter (k) Prawn (l) Lobster
- Q.10. Match the following: (10x1=10)
 (a) Cigar (i) Pancake
 (b) Asparagus (ii) Humidor
 (c) Ravioli (iii) Hash brown potatoes
 (d) Omelette (iv) Pasta
 (e) Tomato juice (v) Vegetable
 (f) Crêpes suzette (vi) Worcestershire sauce
 (g) Sorbet (vii) Champagne
 (h) Caviar (viii) Table d'hôte
 (i) Menu (ix) French classical menu
 (j) Minestrone (x) Italy

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR 2018-2019

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. (a) Draw a neat diagram and label different cuts of veal.
(b) Give **two** examples of beef preparations with description of each. (6+4=10)
- Q.2. (a) Differentiate **between** fermented dough and flat dough with examples.
(b) What is Knock Back?
(c) Give recipe of a Choux Pastry (4+3+3=10)
- Q.3. (a) Explain processing of cheese. Name **two** blue veined and **two** soft cheese.
(b) Explain the processing of butter and name its different types. (6+4=10)
- Q.4. Draw a labeled diagram to show the structure of wheat. Also write short note on types of wheat.
OR
Classify soups. Explain with example for each category. (10)
- Q.5. (a) Classify mother sauces.
(b) Write **two** derivatives each of hollandaise sauce, Espagnole sauce and mayonnaise sauce with basic ingredients required to prepare them. (4+6=10)
- Q.6. Draw a well labelled layout of kitchen of a five-star hotel. Also describe its various sections. (10)
- Q.7. Classify fish with an example from each category.
OR
Draw a neat diagram to show different cuts of pork. (10)
- Q.8. Explain **any ten** of the following terms:
(a) Joconde sponge (b) Chateaubriand (c) Docking
(d) Colocasia (e) Liasion (f) Glaze
(g) Haricot (h) Allumettes (i) Court bouillon
(j) Albumen (k) Par boiled rice (l) Variety of lentils (10x1=10)
- Q.9. Match the following:
(a) Espagnole (i) Veal
(b) Capons (ii) Brown sauce
(c) Neck end (iii) Milk
(d) Ossobuco (iv) Cock birds
(e) Fillet (v) Veal preparation
(f) Sirloin (vi) Fish
(g) Bacon (vii) Beef
(h) Japonaise (viii) Pork
(i) Gazpacho (ix) Spain
(j) Pasteurization (ix) Compound salad (10x1=10)
- Q.10. Write short note on Indian gravies. Also discuss the importance of spices and condiments with menu examples. (10)

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

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. Draw a chart of types of carbohydrates based on number of sugar units and their complexity. Give **one example** of each.
OR
What do you understand by gelatinization? Discuss the factors that affect the gelatinization of starch? (10)
- Q.2. What is sensory assessment of food quality and what are the parameters used to assess the same? (10)
OR
(a) Define food processing. What are the objectives of food processing?
(b) Name **any five** effects of processing on nutritive value of foods and also state **five** ways to avoid loss of nutrients. (5+5=10)
- Q.3. Differentiate between the following (**any two**):
(a) Sol and Suspension
(b) Auto oxidation and Hydrolytic rancidity
(c) Starch and Dextrin
(d) Fractionation and Winterization (2x5=10)
- Q.4. Name and describe the browning reactions that occur in food. Name five food items in which browning improve the flavour.
OR
What characteristics do colloids exhibit? Name and explain **any three**. (10)
- Q.5. What are the different types of fats based on the origin and degree of saturation? Give **one example** from each category. (10)
OR
(a) What do you mean by shortening value of fats?
(b) Why is refining of fats done and how? (5+5=10)
- Q.6. (a) Define food science. What is its scope?
(b) Name and define **any five** fields of science related to food science. (5+5=10)
- Q.7. Explain functional properties of proteins under the following:
(i) Gelation
(ii) Emulsification
(iii) Formability
(iv) Viscosity (4x2 ½ = 10)
OR
Explain in detail the process of Denaturation and Coagulation of proteins with the help of suitable examples. (10)
- Q.8. Give short answers (**any two**):
(a) What do you mean by Pasteurization? How is it done?
(b) What do you mean by nutritive values, sanitary value and keeping quality of food?
(c) What is flavour and what gives flavour in garlic, chilies and wine? (2x5=10)

Q.9. **A** Name the following (**any five**):

- (i) Enzyme responsible for enzymatic browning
- (ii) Natural emulsifying agent present in egg
- (iii) Linkage of amino acids
- (iv) Flavour present in butter
- (v) Obnoxious odour and flavour in fats and oils
- (vi) Water oozing out of starch gel

(5x1=5)

B Give reasons for the following (**any two**):

- (a) Fat is used in making puff pastry.
- (b) Mixture of vinegar and oil separates on standing.
- (c) Lemon juice must be poured over cut apples.
- (d) Scum is formed over milk.

(2x 2 ½ =5)

Q.10. Match the following:

- | | |
|--------------------|-------------------------|
| (a) Acrolein | (i) Micelle Formation |
| (b) Rheology | (ii) Syneresis |
| (c) Emulsions | (iii) Maillard Reaction |
| (d) Weeping of Gel | (iv) Taste evaluation |
| (e) Caffeine | (v) Enzyme |
| (f) Heterogeneous | (vi) Coffee |
| (g) Caramel | (vii) Flowing ability |
| (h) Triangle Test | (viii) Smoking of fat |
| (i) Soufflés | (ix) Colloids |
| (j) Papain | (x) Egg foam |

(10x1=10)

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

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. (a) What is overbooking?
(b) What precautions would you take during the process of overbooking?
OR
(a) What is a guaranteed reservation?
(b) As a reservationist, what are the points to be considered while accepting a reservation request from a guest?
(5+5=10)
- Q.2. (a) What is a C-Form?
(b) Explain the registration process for FFIT guest in a five-star hotel.
OR
(a) What are pre-registration activities?
(b) Explain in detail the advantages of pre-registration activities in a hotel.
(5+5=10)
- Q.3. As a front office assistant, how would you take group reservation in a commercial hotel for a group of 30 persons?
OR
What are the advantages of reservation from a guest and hotel perspective?
(10)
- Q.4. Draw a neat format of a hotel room tariff card and discuss the different types of food plans available for the guest.
OR
Discuss in brief the different types of room tariff offered to the guest. How does competition, services and amenities play an important role in fixing up a room tariff?
(5+5=10)
- Q.5. Explain the different stages of guest cycle in a star hotel.
(10)
- Q.6. Explain the typical steps involved in registration of a hotel guest on arrival.
(10)
- Q.7. Discuss the inter-departmental co-ordination between front office:
(a) Housekeeping and
(b) Food & Beverage Services
(5+5=10)
- Q.8. How would you handle the following situations?
(a) A guest who has lost his air ticket.
(b) A guest who is disturbed during his sleep.
(c) A guest who wants to register with a pet.
(d) A tipsy guest.
(e) Theft in a guest room.
(5x2=10)
- Q.9. Explain the following in short (**any two**):
(a) Room selling techniques
(b) Sources of reservation
(c) Flow chart for mail handling procedure
(d) Importance of key handling in hotel
(2x5=10)

- Q.10. Give the correct word (s) for:
- (a) Total number of guest in the hotel.
 - (b) Whitney slips are colour coded to show.
 - (c) Changes in reservation details.
 - (d) Food plan which includes breakfast and dinner.
 - (e) Room rates offered without any discounts.
 - (f) Date given by reservationist to make the reservation confirmed.
 - (g) Worldwide computerized reservation network.
 - (h) Guest checks out before his scheduled date of departure.
 - (i) Guest who are barred in the hotel.
 - (j) Verbal mode for making a reservation in the hotel.

(10x1=10)



IHM NOTES