

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2015-2016

COURSE : 3rd 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 the flow process chart of industrial laundry with a brief explanation of each stage.

OR

Give the floor plan of an on-premise laundry in a five star deluxe hotel alongwith equipment and traffic lanes.

(10)

Q.2. Explain briefly the activities in a linen room during a normal working day of a hotel. Enlist **two** registers with their formats used in the linen room of a large hotel.

OR

What are all activities carried out in a sewing room of a 5-star category hotel? Enlist **ten** small tools and equipment found in a well set sewing room of a hotel.

(10)

Q.3. (a) How will you use discarded dining hall linen?
(b) Explain each stage of wash cycle.

(5+5=10)

Q.4. Explain the principles of flower arrangement.

OR

What are indoor plants? Explain selection and care procedures for indoor plants.

(10)

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

- (a) Care and conditioning of fresh flowers.
- (b) Storage of uniforms.
- (c) Selection of bath linen.

(2x5=10)

Q.6. How will you take care of the following laundry problems? Give reasons and solutions.

- (a) Lint (b) Colour fading (c) Bluing
(d) Yellowing (e) Wrinkling

(5x2=10)

Q.7. Explain in brief (**any ten**):

- (a) Monogramming (b) Cut down
(c) Fabric softener (d) Linen chute
(e) Soap curd (f) Bonsai
(g) Moribana (h) Ikebana
(i) Hogarth (j) Secateurs
(k) Fillers (l) Ukibana

(10x1=10)

Q.8. Give one relevant reason of the following:

- (a) Linen room should be situated near the service elevator.
(b) What are the benefits of conducting physical inventories?
(c) White cottons are starched.
(d) It is necessary to air articles which have been dry-cleaned before folding them.
(e) Linen should be marked before laundering.

(5x2=10)

Q.9. How would you remove the following stains from the fabric?

- (a) Nail polish (b) Lipstick
(c) Ink (blue) (d) Paint
(e) Grease

(5x2=10)

Q.10. Give the sketch of a uniform of a door man in a 5-star hotel following a heritage theme. Mention the colour, materials and accessories to be used for the said uniform.

(10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA**ACADEMIC YEAR – 2015-2016**

COURSE : 3rd 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 control. Explain the objectives of control.

OR

- (a) How does storing materials play a major role in controlling process?
(b) Write the main characteristics of an ideal dry storage area.

(5+5=10)

Q.2. With the help of a neat flow chart diagram, explain briefly the various stages of control cycle.

(10)

- Q.3. (a) Explain the importance of purchasing in F&B Control.
(b) Enlist the duties and responsibilities of a Purchase Manager.

(5+5=10)

Q.4. What is Standard Purchase Specification? Draw a format of standard purchase specification for a whole chicken.

(3+7=10)

Q.5. Write short notes on (**any four**):

- (a) Economic Order Quantity
(b) Blind receiving
(c) FIFO & LIFO
(d) Centralized purchasing
(e) Ordering cost

(4x2 ½ =10)

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

- (a) Bin Card (b) Invoice (c) Delivery notes
(d) Transfer notes (e) Daily receiving book

(4x2 ½ =10)

Q.7. How do you select suppliers for a hotel? Write the various methods briefly. (10)

Q.8. List **any five** equipment which are used for portion control with their uses. (10)

Q.9. **A** Match the following:

- | | |
|---------------------|----------------------|
| (a) Employee meals | (i) Longer self-life |
| (b) Invoice | (ii) Perishable |
| (c) Meat tag | (iii) Subsidized |
| (d) Canned products | (iv) Bill |
| (e) Milk | (v) Description |

B Fill in the blanks:

- (a) Staff meals is a _____ cost to the organization.
- (b) Transfer of raw materials within the kitchen department of a hotel is written as _____.
- (c) _____ is a concise description of quality, size, and weight of a particular item.
- (d) The most widely used method of purchasing by chain operation is _____.
- (e) A clear description of an item to be purchased is called _____.

(5+5=10)

Q.10. What is standard recipe? What are its objectives? Prepare a standard recipe format for a dish.

(2+3+5=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2015-2016

COURSE : 3rd 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. Neatly draw the classification chart of alcoholic beverages.

OR

Draw the layout of a dispense bar, labeling important components.

(10)

Q.2. (a) Explain pot still distillation with neat diagram.

(b) Differentiate between pot and patent distillations.

(7+3=10)

Q.3. Explain the steps involved in vinification process.

(10)

OR

What is viticulture? Explain various pests and diseases that affect viticulture.

(3+7=10)

Q.4. (a) Explain hops role in beer making.

(b) List **ten** international beer brands with their country of origin.

(5+5=10)

Q.5. Write short notes (**any four**):

(a) Solera system

(b) Decanting

(c) German Wine Prädikat

(d) Charmat method

(e) Bitters

(4x2 ½ =10)

Q.6. Write beer making method with flow chart.

OR

Explain méthode champenoise.

(10)

Q.7. Explain the process of making malt whisky. Name **five** brands of single malt. (5+5=10)

OR

Explain the process of making Tequila and write **three** brand names. (7+3=10)

Q.8. (a) Differentiate between Cognac and Armagnac.
(b) Explain various methods used in production of liqueurs. (5+5=10)

Q.9. Explain the following in one line (**any ten**):
(a) Grappa (b) OIML (c) Pomace (d) Green malt
(e) Vinho verde (f) Sake (g) Lees (h) Mead
(i) Remuage (j) Terroir (k) Chaptalization (l) Estufa (10x1=10)

Q.10. (a) Define Apéritif
(b) Write an essay on 'Food & wine Harmony' (150 words). (5+5=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2015-2016

COURSE : 3rd 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. Discuss the factors to be considered while selecting large equipment for banquet kitchen preparing Indian menu which can cater to 1500 pax. (10)

Q.2. Indenting plays an important role in bulk food production. Explain. Prepare an indent for 100 pax. for Haryali Murg.

OR

Plan a cyclic menu for Institute canteen kitchen for breakfast and dinner which serves for 250 students. The cost should not exceed Rs.85/- per day.

(10)

Q.3. Write in detail the functioning of a flight kitchen catering to domestic and international flights.

OR

Explain in detail the challenges of preparation and service of food in trains.

(10)

Q.4. Name **ten** types of Indian bread with its origin and procedure of preparation.

OR

Mention **ten** types of popular Indian sweets covering different regions of India. Describe each in one or two lines.

(10)

Q.5. Explain the salient features of Rajasthani cuisine, considering food habits and major ingredients used. List **five** speciality dishes of this region.

(10)

Q.6. Write short notes on **any two**:

- (a) Off premise catering (b) Wazwan
(c) Tandoori kebab tenderizers

(2x5=10)

Q.7. Describe the following:

- (a) Zarda
- (b) Basundi
- (c) Nimish
- (d) Chorizo
- (e) Dhungar

(5x2=10)

Q.8. Briefly explain the following:

- (a) Parsi cuisine OR Chettinad cuisine
- (b) Purchase specifications OR Meat & Fish storage

(5+5=10)

Q.9. Differentiate between the following:

- (a) Foggath and Poriyal
- (b) Pulao and Biryani
- (c) Phulka and Chapatti
- (d) Shorba and Saar
- (e) Potli ka masala and goda masala

(5x2=10)

Q.10. Write short notes on **any two**:

- (a) Indian Heritage Cuisine
- (b) Factor affecting eating habits in India
- (c) Advantages of a centralised kitchen

(2x5=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2015-2016

COURSE : 3rd 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) What is a food label and its requirement?
(b) List the hygiene control measures during the processing of food. (5+5=10)
- Q.2. Define the following terms (**any two**):
(a) Risk analysis
(b) 3E's of food safety
(c) Food additives (2 ½ +2 ½=5)
- Q.3. Describe the role of international standards in meeting the emerging challenges of global food trade. (5)
- Q.4. How does consumer protection act protect the rights of the consumer?
OR
Describe the functions of colouring agents flavouring substances and leavening agents in food processing citing suitable examples. (5)
- Q.5. Explain the causes and symptoms of food infections of bacterial origin.
OR
Define fermentation and give examples of fermented foods. (5)
- Q.6. Explain growth curve of micro-organisms.
OR
Describe the morphological characteristics of different micro-organisms found in food. (5)

- Q.7. (a) Explain risk analysis with its components.
(b) List points to improve the quality of risky street vended food.

(5)

Q.8. State True or False:

- (a) Cooking destroys vegetative cells and spores of pathogen.
- (b) Danger zone temperature ranges from 25°C – 40°C.
- (c) Anaerobes can grow in absence of free oxygen.
- (d) *Saccharomyces cerevisiae* is used for fermentation of bread dough.
- (e) The toxin produced by *Clostridium Botulinum* is one of the most toxic substances known.
- (f) Gelatin, a food additive is an antioxidant.
- (g) Alcoholic beverages are adulterated with methanol and mineral oil.
- (h) Appearance of bluish black colour on addition of iodine solution to milk indicates that the sample is pure.
- (i) Food Safety and Standards Act, 2006 has replaced PFA Act, 1954.
- (j) The GM foods do not pose any potential risks to human health or for the environment.

(10x1=10)

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2015-2016

COURSE : 3rd 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. Explain different types of vouchers prepared by Front Office.

OR

What is a folio? Discuss types of folios used in hotels and draw a sample guest folio.

(10)

Q.2. "Departure plays a very important role in creating a lasting impression in the hotel guests mind and helps create repeat business". Explain the process of departure for a guest in a 5-star hotel with the help of neat diagrams of **any two** format used in the process.

(6+2+2=10)

OR

Draw neat formats of **any one** of the following:

- (a) Express Check Out Form
- (b) Foreign Currency Encashment Certificate

(5+5=10)

Q.3. What are the credit control measures adopted in hotels?

(10)

Q.4. Explain step by step method of night audit process.

(10)

Q.5. Differentiate between (**any two**):

- (a) Credit settlement and cash settlement
- (b) Traveler's cheque and travel agent voucher
- (c) Debit Card and Credit Card

(2x5=10)

Q.6. (a) What are the advantages of using PMS in hotel?

(b) Explain salient features of Fidelio and Amadeus.

(5+5=10)

Q.7. Discuss evacuation procedure in case of bomb threat in a hotel.

(10)

OR

Explain the procedure of handling safe deposit lockers by front office. What procedure is adopted for its allocation to the guest and its surrender by the guest?

(5+5=10)

Q.8. Explain the following in one or two lines:

- | | |
|--------------------------|-----------------------------|
| (a) Charge privilege | (b) Account ageing |
| (c) Non guest account | (d) Visitors tabular ledger |
| (e) Account allowance | (f) Point of sale |
| (g) High balance account | (h) Due back |
| (i) Pick up error | (j) Late charge |

(10x1=10)

Q.9. **A** Translate into French:

- | | |
|---------------------------|----------------------------------|
| (a) I want to book a room | (b) May I help you? |
| (c) What is your name? | (d) Welcome to our hotel, Madam. |
| (e) Do you speak English? | |

B Write **any five** measures adopted in hotel for ensuring safety and security in the premises.

(5+5=10)

Q.10. Fill in the blanks:

- Hotels should obtain license from _____ to deal with foreign currency.
- Credit limit established by the hotel is _____.
- Amount of money given to cashier at the start of each shift is _____.
- Accounts that are older than 90 days are considered as _____ accounts.
- _____ is an evidence of transaction.
- _____ key opens all door locks even if they are double locked.
- The arbitrary stopping point of a business day is known as _____.
- The full form of CVGR is _____.
- The process in which supply of oxygen is stopped to extinguish fire is known as _____.
- A fire outbreak due to electrical short circuit is classified as Class _____ fire.

(10x1=10)

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2015-2016

COURSE : 3rd 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 an Income Statement of Food & Beverage department as on 31st December from the information given below:

| | | | |
|-------------------------|------------|-------------------|----------|
| Food Sales | 7,25,000/- | Kitchen fuel | 40,000/- |
| Beverage Sales | 2,00,000/- | Laundry | 5,000/- |
| Food Allowance | 1,500/- | Music | 30,000/- |
| Beverage Allowance | 1,000/- | Other expense | 3,300/- |
| Food – Cost of Sale | 1,80,000/- | Cleaning expenses | 5,000/- |
| Beverage – Cost of Sale | 90,000/- | Employee benefits | 25,000/- |
| Salaries | 1,25,000/- | | |

OR

What do you mean by Departmental accounting? Explain in detail its advantages and limitation.

(10)

Q.2. From the following information prepare a Balance Sheet:

| | | | |
|------------|----------|------------------|----------|
| Creditors | 7,000/- | Bills Payable | 4,000/- |
| Capital | 25,000/- | Drawings | 2,000/- |
| Net Profit | 2,300/- | Cash | 1,600/- |
| Bank | 4,000/- | Bills receivable | 2,000/- |
| Debtors | 1,500/- | Closing stock | 10,000/- |
| Furniture | 1,500/- | Plant | 5,700/- |
| Land | 10,000/- | | |

OR

What is the role of cost allocation in the departmental accounting?

(10)

Q.3. Define Internal Control. Explain briefly the features of Internal Control.

(10)

Q.4. The Welcome Group operates 75 room hotel. You are required to prepare the Income Statement of the hotel under Uniform System of Hotel Accounts.

| | | | |
|-----------------------------|------------|------------------------------------|------------|
| <u>Room</u> | | <u>Food & Beverage</u> | |
| Net Sales | 3,50,000/- | Net Sales | 2,50,000/- |
| Salaries | 50,000/- | Cost of Sales | 80,000/- |
| Employees meal | 7,000/- | Salaries | 10,000/- |
| Laundry | 30,000/- | Staff meal | 1,000/- |
| | | Uniform | 1,500/- |
| <u>News Stand</u> | | <u>Telephone</u> | |
| Net Sales | 30,000/- | Sales | 15,000/- |
| Cost of Sales | 22,000/- | Payroll and related expense | 3,500/- |
| Payroll and related expense | 3,000/- | Other expenses | 2,500/- |
| <u>Marketing</u> | | <u>Property Maintenance</u> | |
| Payroll and related expense | 35,000/- | Payroll and related expense | 15,000/- |
| Other expenses | 5,000/- | Other expenses | 5,000/- |
| <u>Other Items</u> | | <u>Other Expenses</u> | |
| Profit on sale of Assets | 75,000/- | Ground Rent | 40,000/- |
| Income Tax rate | 40% | Interest | 12,000/- |
| | | Depreciation | 20,000/- |
| | | | (10) |

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

- (a) Reserve (b) Deferred Revenue Expenditure (c) Capital
 (d) Bad debts (e) Non-Tangible Assets (f) Wasting Assets
 (5x2=10)

Q.6. What do you mean by Audit? Differentiate between Internal Audit and External Audit.

OR

What do you understand from 'Uniform System of Accounts'? What are the difficulties in implementing this system?

(10)

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

- (a) Income Statement and Balance Sheet
 (b) Internal Audit and Internal Control
 (c) Gross Profit and Net Profit
 (d) Reserve and Revenue

(2x5=10)

Q.8. Prepare an Income Statement according to Departmental Accounting from the following information:

Sales:

| | |
|------------|------------|
| Restaurant | 5,00,000/- |
| Banquet | 3,00,000/- |
| Bar | 2,00,000/- |

Cost of sales:

| | |
|------------|------------|
| Restaurant | 1,50,000/- |
| Banquet | 60,000/- |
| Bar | 35,000/- |

Wages & Salaries:

| | |
|------------|----------|
| Restaurant | 80,000/- |
| Banquet | 25,000/- |
| Bar | 10,000/- |

Repair & Maintenance:

| | |
|------------|----------|
| Restaurant | 20,000/- |
| Banquet | 10,000/- |
| Bar | 6,000/- |

| | |
|-------------------|----------|
| Gas & Electricity | 20,000/- |
| Rent | 60,000/- |
| Depreciation | 50,000/- |
| Office expenses | 30,000/- |
| Postage | 10,000/- |
| Advertising | 20,000/- |
| Laundry | 3,000/- |

Unallocated expenses are to be apportioned based on following basis:

(a) Gas and Electricity

| | | | |
|-------|------------|---|-----|
| (i) | Restaurant | - | 40% |
| (ii) | Banquet | - | 40% |
| (iii) | Bar | - | 20% |

(b) Rent & Depreciation:

| | | | |
|-------|------------|---|-----|
| (i) | Restaurant | - | 40% |
| (ii) | Banquet | - | 40% |
| (iii) | Bar | - | 20% |

(c) All other expenses in the ratio of turnover

(10)

Q.9. What do you mean by Financial Reporting Centres? Explain the difference between Revenue Centers and Support Centers.

OR

Why Income statement is made? How is it different from Receipts and Payments account?

(10)

Q.10. Prepare a Room Department schedule from the Uniform Systems of Accounts:

| | |
|-----------------|------------|
| Sales – regular | 2,10,000/- |
| Salaries | 40,000/- |
| Commissions | 5,000/- |
| Uniforms | 1,000/- |
| Linen expenses | 4,000/- |
| Sales – group | 60,000/- |
| Wages | 12,000/- |
| Payroll taxes | 2,000/- |
| Dry cleaning | 2,000/- |
| Other expenses | 2,500/- |

(10)
