

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2016-2017

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 layout of an on-premise laundry of a large 5-star hotel. Explain **any five** laundry equipment used in a commercial laundry.

OR

Discuss in detail the wash cycle in a commercial laundry.

(10)

Q.2. Explain the factors to be considered for purchase of linen in a hotel. Explain the importance of stock taking with reference to the linen room.

OR

Draw the neat layout of a linen room of a large hotel and explain the activities carried out in a linen room.

(10)

Q.3. What are the various types of flower arrangements? List **any ten** flowers used in flower arrangements.

OR

Explain the conditioning of plant materials in flower arrangements and explain its importance.

(10)

Q.4. List the various steps in maintaining the indoor plants. List the names of **five** indoor plants.

OR

Explain the activities in the sewing room. List the equipment used in the sewing room.

(10)

Q.5. Write short notes on the following:

- (a) Importance of par stock.
- (b) Contract laundry services

(5+5=10)

Q.6. What are the factors to be considered while designing the uniforms for a hotel?
Design a uniform to be provided for a female Lobby Manager of a business hotel.
(5+5=10)

Q.7. Draw the formats of the following and explain:
(a) Uniform issue slip
(b) Room linen inventory form
(5+5=10)

Q.8. Explain the following in brief:
(a) Sours (b) Fillers (c) Warp (d) Bonsai
(e) Antichlors (f) Thread count (g) Sanforization (h) Focal point
(i) Valet service (j) Ikebana
(10x1=10)

Q.9. (a) Draw and explain **any five** laundry symbols.
(b) List **five** stains and the removal procedure for each.
(5+5=10)

Q.10. Fill in the blanks:
(a) _____ are used to remove mildew.
(b) Leafy plant material is called _____.
(c) Linen declared unfit for use is called _____.
(d) _____ are protective covers worn on the thumb and second finger when sewing.
(e) _____ is another name for pin holder.
(f) Damask is a type of _____.
(g) _____ is used to brighten fabrics.
(h) _____ is known as floral foam.
(i) _____ is the finished edge running along the length of the fabric on both sides.
(j) Self-service laundries are called _____.
(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA

ACADEMIC YEAR – 2016-2017

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 cost. What are the different types of cost that are incurred in hotels?
OR
Define control. What are the objectives of cost control?
(2+8=10)
- Q.2. What are the key points to be kept in mind while selecting a supplier for purchasing?
OR
Enlist and describe the various methods of purchasing used by hotels.
(10)
- Q.3. (a) What do you understand by Standard Purchase Specification?
(b) What are the objectives of Standard Purchase Specification?
(3+7=10)
- Q.4. Describe the different stages that are part of the F&B cycle.
(10)
- Q.5. Draw the standard format of the following documents (**any two**):
(a) Purchase Order Form
(b) Bill / Invoice
(c) Bin Card
(d) Inventory Sheet
(2x5=10)
- Q.6. Elucidate the importance of forecasting during Production Control, in detail.
OR
What do you understand by the term Standard Yield? What are the objectives of Standard Yield?
(3+7=10)

Q.7. Describe the following terms (**any four**):

- | | |
|---------------------|-----------------------------|
| (a) Standard recipe | (b) Blind receiving |
| (c) Credit Note | (d) Economic Order Quantity |
| (e) Requisition | (f) Transfer note |

(4x2 ½ =10)

Q.8. (a) What are the objectives of storing control?
(b) List the important points of care and maintenance of stores.

OR

- (a) What are the documents prepared in receiving control?
(b) What do you understand by Standard Portion Cost?

(5+5=10)

Q.9. List **any five** equipment that are used for portion control with their uses.

(10)

Q.10. Match the following:

- | | |
|---------------------------|----------------------------|
| (a) Prawns | (i) Standing Order |
| (b) Eggs | (ii) Count and Weight |
| (c) Ladle | (iii) Should sink in water |
| (d) Fruits and Vegetables | (iv) Butchery test |
| (e) Elevated slope | (v) Non-perishable |
| (f) Bind card | (vi) Transportation |
| (g) Milk | (vii) Grade A |
| (h) Cereals and pulses | (viii) Receiving area |
| (i) Carrying cost | (ix) Portion control |
| (j) Meat products | (x) Stores |

(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2016-2017

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. Classify alcoholic beverages with examples. (10)
- Q.2. Illustrate the process for making tequila. Briefly describe each process. (8+2=10)
- OR**
- Describe the different stages of beer making. List the importance of each ingredient. (10)
- Q.3. Write in detail the germination, malting and brewing process in making whisky (10)
- OR**
- Explain the manufacture of light and heavy bodied RUM. (10)
- Q.4. Draw neat diagram of a dispense bar, illustrating essential equipment. (10)
- Q.5. (a) Give the classification and brief description of types of wine. (6)
- (b) Name **four** black and **four** white grapes (2+2=4)
- Q.6. Write short notes on (**any four**): (4x 2 ½ =10)
- | | |
|-----------------------|--------------------------|
| (a) Solera | (b) Role of hops in beer |
| (c) Chaptalisation | (d) Wine faults |
| (e) Pot still process | (f) Indian wines |

Q.7. "All champagnes are sparkling wines but all sparkling wines are not champagne". Explain the statement and discuss the Methode Champenoise associated with the manufacture of champagne. Name **five** Champagne Shippers. (10)

Q.8. Match the following:

LIQUER	FLAVOURING	BASE	COUNTRY
Benedictine	Almond and Apricot	Brandy	Jamaica
Amaretto	Honey	Rum	USA
Drambuie	Herbs & Spices	Neutral Spirits	France
Tia-Maria	Peach	Scotch whisky	Italy
Southern Comfort	Coffee	Bourbon whisky	Scotland

(5x2=10)

Q.9. (a) Give atleast **five** guidelines for pairing wine and food.
 (b) How are old red wines decanted? (5+5=10)

Q.10. (a) How is vermouth produced?
 (b) Explain the term 'Proof' in spirit manufacture.

OR

(a) Explain the following bitters:
 (i) Campari (ii) Angostura
 (b) Explain wine faults.

(5+5=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2016-2017

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. “Off Premises catering plays a major role in the catering business”. Explain in detail. (10)

Q.2. How hospital catering is different to industrial catering? Explain with distinct features of each. (10)

Q.3. What is indenting? How does it help in controlling food cost in a hotel kitchen?

OR

Name and describe **any five** equipment required for volume feeding. List the factors required for selection of equipment in quantity kitchen. (10)

Q.4. Discuss the salient features of Airline Catering. Name and describe **five** essential equipment found in an aircraft galley. (10)

Q.5. Illustrate and explain the factors responsible for the change of food habits in our country. (10)

Q.6. What is the role of standard recipe and standard purchase specification in the food industry?

OR

Discuss space allocation for various sections of a quantity kitchen serving North Indian Cuisine. (10)

Q.7. Explain Indian breads. List **five** breads, each from North, South, East and Western part of our country.

OR

State the factors that influence eating habits of people in relation to the following for the State of Kashmir **OR** Kerala:

- (i) Geographic location
- (ii) Historical background
- (iii) Seasonal availability
- (iv) Special equipment
- (v) Staple diets
- (vi) Festivals and special occasions

(10)

Q.8. Write short notes on the following (**any five**):

- (a) Galley
- (b) Convenience food
- (c) Awadhi cuisine
- (d) Indian fast food
- (e) Indian sweets
- (f) Cafeteria
- (g) Tandoor

(5x2=10)

Q.9. Discuss the different types of Gravies used in Indian cooking.

(10)

Q.10. Match the following:

- | | |
|-------------------|---------------------------|
| (a) Wazwan | (i) Equipment |
| (b) Dodol | (ii) Food essence/flavour |
| (c) Cocum | (iii) Spice |
| (d) Groundnut oil | (iv) Alcohol |
| (e) Mustard oil | (v) Tamil Nadu |
| (f) Toddy | (vi) Maharashtra |
| (g) Amti | (vii) Rajasthan |
| (h) Kewra | (viii) Muslim festival |
| (i) Hamam Dasta | (ix) Sweet |
| (j) Panch phoron | (x) Sea food |
| | (xi) Rajasthan |
| | (xii) Bread |
| | (xiii) West Bengal |

(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2016-2017

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. Define food contaminants. Discuss the various types of food contaminants.

OR

Define food adulteration. Discuss the simple tests used for detection of commonly used adulterants in foods.

(10)

Q.2. List different national and international food laws and regulations. Discuss FSSA, 2006 in detail.

OR

Enlist the general principles of food hygiene. Discuss the GHP for various commodities and equipment used in kitchen.

(10)

Q.3. What do you understand by HACCP? Discuss the principles of HACCP.

OR

What is HACCP? Discuss the potential benefits of implementation of principles of HACCP by a catering establishment.

(10)

Q.4. Write short notes on **any two**:

- | | |
|--------------------------------|-------------------------------------|
| (a) Genetically modified foods | (b) Characteristics of a food label |
| (c) Types of a food storage | (d) Food hazards |

(2x5=10)

Q.5. Discuss the role of micro-organisms in the fermentation of foods.

OR

List the measures to be adopted to prevent food borne diseases.

(5)

Q.6. What do you understand by food additives? Discuss the role of food preservatives in the preparation of food.

OR

Discuss **any five** methods of food preservation

(5)

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2016-2017

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. What are the steps followed in front office accounting during each stage of guest cycle? (10)

Q.2. Explain the procedure of handling safe deposit lockers. How are guest lockers allocated and surrendered? (10)

OR

A Translate into French:

- (i) A week has seven days.
- (ii) Do you speak English, Sir?
- (iii) Please give us the bill.
- (iv) May I come in?
- (v) Are we late?

B As a Front Office Associate, what steps would you follow in case of fire in the lobby? (5+5=10)

Q.3. Explain the procedure of guest departure and settlement of bill by credit card. (10)

Q.4. Describe the duties and responsibilities of night auditor. (10)

Q.5. Differentiate between (**any two**):
(a) Guest ledger and city ledger
(b) Express checkout and self-checkout
(c) Bank and due bank (2x5=10)

Q.6. Explain the following terms:

- (a) Paid-out
- (b) Over and short
- (c) Net receipt
- (d) Tern-in
- (e) Late checkout

(5x2=10)

Q.7. Explain the different steps followed in basic night audit process.

(10)

Q.8. Write short notes on:

- (a) Corporate rate
- (b) Point of sale
- (c) Account ageing
- (d) CGVR rate
- (e) High risk account

(5x2=10)

Q.9. Briefly explain the advantages of Property Management System in Front Office department.

(10)

Q.10. Briefly explain the following:

- (a) Package rate
- (b) Post charges
- (c) Bills on hold
- (d) Encashment certificate
- (e) Rack rate

(5x2=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2016-2017

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 under Net Profit Method of 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	1,25,000/-
Bar	75,000/-

Salaries & Wages:

Restaurant	55,000/-
Banquet	25,000/-
Bar	15,000/-

Power & Fuel:

Restaurant	40,000/-
Banquet	22,000/-
Bar	5,000/-

Unallocated Expenses:

Advertisement	1,20,000/-
Repairs & maintenance	40,000/-
Administration expenses	35,000/-
Rent, rates taxes	50,000/-
Insurance	25,000/-
Interest	20,000/-
Depreciation	60,000/-

Note: Unallocated expenses are to be apportioned to the departments in the following ways:

- (a) Advertisement and repairs & maintenance to be apportioned as Restaurant 40%, Banquet 40%, Bar 20%.
- (b) Rent, Rates, Taxes to be apportioned equally to the respective departments.
- (c) All the other expenses in the ratio of sales turn over.

(10)

Q.2. Explain briefly (**any five**):

- | | |
|-----------------------|-------------------------|
| (a) Current Assets | (b) Depreciation |
| (c) Preference Shares | (d) Fixed Assets |
| (e) Creditors | (f) Net Working Capital |

(5x2=10)

Q.3. What do you understand by the term Auditing? How internal audit is different from statutory audit?

OR

Statutory audit is compulsory over internal audit. Explain.

(10)

Q.4. What do you mean by Uniform System of accounting? Explain the advantages of this system.

OR

Define internal control. Explain briefly the features of internal control.

(10)

Q.5. Draw the vertical Balance Sheet under the Uniform system of Accounting for hotels with illustrations.

(10)

Q.6. Distinguish between the following (**any two**):

- (a) Gross profit method and net profit method
- (b) Internal audit and statutory audit
- (c) Income statement and balance sheet

(2x5=10)

Q.7. Prepare a Rooms Department Income Schedule under uniform system of accounting for hotels from the following information:

Sales:	Rs.
Transient	2,00,000/-
Regular	1,50,000/-
Salaries & wages	25,000/-
Commission	15,270/-
Uniforms	10,000/-
Contract cleaning	12,550/-
Insurance	12,000/-
Allowance (Rooms)	20,000/-
Other revenue	15,000/-
Guest transportation	550/-
Other operated departments	3,000/-

(10)

- Q.8. Prepare a Balance Sheet according to the format prescribed in the uniform system of accounting for hotels from the following trial balance of M/s. Taneja Hotels. Ltd:

Debit	Amount in Rs.	Credit	Amount in Rs.
Cash in hand	5,000/-	Capital stock	5,25,000/-
Cash at bank	40,000/-	Accrued expenses	7,500/-
Closing stock	17,500/-	Debentures	35,000/-
Pre-paid expense	2,500/-	General reserve	40,000/-
Crockery & cutlery	17,500/-	Capital reserve	35,000/-
Land & building	2,50,000/-	P&L account	70,000/-
Marketable securities	1,00,000/-	Sundry creditors	40,000/-
Sundry debtors	5,000/-	Bills payable	5,000/-
Kitchen equipment	1,00,000/-		
Music system	40,000/-		
Deferred revenue expenditure	20,000/-		
Furniture & fixture	50,000/-		
Investments	1,10,000/-		
	7,57,500/-		7,57,500/-

(10)

- Q.9. Prepare an Income statement of a hotel in accordance with Uniform System of accounts from the following information as on 31st December 2015:

Net Sales		Other Expenses	
Rooms	16,50,000/-	Rooms	1,65,000/-
Food & Beverage	15,40,000/-	Food & Beverage	1,17,000/-
Telephone	55,000/-	Telephone	3,850/-
Other Departments	35,000/-	Other Departments	2,250/-
		Administrative & General	12,000/-
		Marketing	65,000/-
Cost of Sales		Property Operation	
Food & Beverage	5,50,000/-	and maintenance	60,000/-
Telephone	40,000/-	Energy Cost	80,000/-
Other Departments	20,000/-		
Payroll & other related expenses		Fixed Charges	
Rooms	2,60,000/-	Rent	10,000/-
Food & Beverage	4,00,000/-	Property tax	50,000/-
Telephone	25,000/-	Insurance	35,000/-
Other Departments	6,000/-	Interest	75,000/-
Administrative & general	1,50,000/-	Depreciation	1,65,000/-
Marketing	45,000/-		
Property operation			
And maintenance	55,000/-		
Charge Income Tax @20% on net income			
Profit on Sale of fixed assets Rs.1,00,000/-			

(10)

Q.10. State True or False:

- (a) Segregation of duties is a method of internal control.
- (b) Opening stock plus purchases minus closing stock = Cost of goods sold.
- (c) Net profit is sales less direct expenses.
- (d) Goodwill is an intangible asset.
- (e) Balance sheet is a statement.
- (f) Pre-paid expense is an income.
- (g) Income received in advance is a liability.
- (h) Internal check is a method of internal control.
- (i) Statutory audit is optional for a hotel.
- (j) Income statement shows financial position of the business.

(10x1=10)
