

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

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. Discuss the types and placement of flower arrangement for the following areas in a five star hotel:
(a) Lobby (b) Conference room (5+5=10)

OR

Explain the principles of design used in preparing floral art. (10)

- Q.2. What factors would you keep in mind while designing uniforms for the hotel staff?
OR
Design a uniform for a G.R.A. (male) in business class five star hotel mentioning the colour, material, accessories, cost and characteristic. (10)

- Q.3. Explain the process of maintaining and up-keeping of indoor plants in hotels. (10)

OR

Write short notes on the following:

- (a) Activities carried out in the sewing room.
(b) Importance of indoor plants in hotel industry. (5+5=10)

- Q.4. With the help of a flowchart and relevant format, explain the role of Valet/G.R.A. in handling of guest laundry. (10)

OR

How would you remove the following stain from a white cotton fabric?

- (a) Lipstick stain (b) Curry stain (5+5=10)

- Q.5. Draw a neat layout of OPL in a five star hotel and list its advantages. (7+3=10)

Q.6. Explain the stages involved in wash cycle. (10)

Q.7. List **ten** flower and **ten** foliage names used in floral art. (5+5=10)

OR

Briefly explain **any five** laundry equipment. (10)

Q.8. As an Executive housekeeper of a five star hotel, plan a room linen inventory process. Mention the significance of the process. (7+3=10)

Q.9. Match the following:

- | | |
|------------------|--|
| (a) Foyer | (i) A plant in a tray |
| (b) Greek oblong | (ii) Linen |
| (c) Bonsai | (iii) Blended fabric of cotton and polyester (50:50) |
| (d) Flax plant | (iv) Sheets with minor imperfection |
| (e) Percale | (v) Chef coat |
| (f) Seconds | (vi) Discarded fabric |
| (g) Togs | (vii) Seam stress |
| (h) Gabardine | (viii) Unit to measure warmth of fabric |
| (i) Cut downs | (ix) Golden ratio 2:3 |
| (j) Thimbles | (x) Lobby |

(10x1=10)

Q.10. Fill in the blanks:

- Plant material used to hide stem and oasis _____.
- A reweaving process to repair small holes in a fabric _____.
- _____ are used on garments and other linen articles mainly to keep plackets closed.
- Process in which cleaning of fabric is done in substantially non aqueous liquid medium _____.
- _____ indicates the number of warp ends and weft picks per unit measure of a fabric.
- Textile used for furniture décor is _____.
- _____ refers to the preparation of cut plant materials for a longer life.
- A floating oriental flower arrangement is _____.
- Pin holder used in flower arrangement is called _____.
- Fabrics that come straight from the loom without having received any finishing are called _____.

(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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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. With the help of a neat diagram, explain the functioning of F&B Cycle. (10)

Q.2. Define cost. Write the objectives and advantages of cost control. (3+7=10)

OR

What is cost control? Classify and graphically explain different types of cost. (10)

Q.3. Elucidate the reasons for high food cost. (10)

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

(a) Blind receiving	(b) Frauds in receiving department
(c) Transfer note	(d) Standard yield
(e) Meat Tag	(f) Issuing control

(5x2=10)

Q.5. Describe the methods of controlling food cost. (10)

OR

(a) What are the advantages of SPS?
(b) Give a standard format of SPS for a particular food ingredient. (5+5=10)

Q.6. (a) State the steps involved in purchase procedure.
(b) Briefly explain different purchasing methods. (4+6=10)

- Q.7. (a) With the help of flow charts, explain storing procedure.
(b) What are the standard facilities of a storeroom in a five star hotel?
(5+5=10)

- Q.8. Briefly describe the documents used in receiving department of a hotel with standard format of **any three** of the same.
(10)

OR

- (a) Differentiate between perpetual and physical stock taking.
(b) Explain different stock levels.
(4+6=10)

- Q.9. (a) What are the salient factors for effective forecasting?
(b) What are the objectives of final volume forecasting?

OR

- (a) Explain different approaches for calculation of selling price.
(b) Elucidate different pricing policies.
(5+5=10)

- Q.10. Match the following:

- | | |
|--------------------|---------------------|
| (a) Forecasting | (i) Supplier |
| (b) Yield | (ii) Store room |
| (c) Receiving | (iii) Useable meat |
| (d) Cash and carry | (iv) Net weight |
| (e) Bin card | (v) Fixed cost |
| (f) Dairy products | (vi) DRR |
| (g) Delivery note | (vii) Variable cost |
| (h) Butchery test | (viii) Cash payment |
| (i) Insurance | (ix) Holidays |
| (j) Food cost | (x) Perishables |

(10x1=10)

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ACADEMIC YEAR – 2017-2018

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 wines. State and explain the principal wine faults. (5+5=10)

Q.2. The essence of sherry is its blending. Explain the process. State the different styles of the wine. Name **four** reputed shippers of sherry. (5+3+2=10)

OR

Why is Madeira referred to as a 'baked wine'. Explain the different styles of Madeira. (5+5=10)

Q.3. Elucidate the different manufacturing processes of sparkling wine. Give the table of sweetness for champagne. (6+4=10)

OR

State the following:

- (a) The major wine regions of Germany.
 - (b) The wine laws of the country (Germany).
 - (c) The difference between Hocks and Mosel.
- (4+4+2=10)

Q.4. With the help of a neat flow diagram, explain the process of beer manufacture. Name **four** imported beers with their country of origin. (6+4=10)

Q.5. State and explain the basic types of Scotch whisky. How does Irish whisky differ from scotch? What is Bourbon whiskey? (4+3+3=10)

Q.6. Define liqueurs. State and explain the different processes of its manufacture. Name **ten** liqueurs with their flavour and country of origin.

(1+4+5=10)

OR

What is 'Proof'? Draw the history of the term. State and explain the different systems of measuring proof.

(2+3+5=10)

Q.7. Write short notes on **any two**:

- (a) Compound Gin
- (b) Draft beer
- (c) Neutral spirits

(2x5=10)

Q.8. Explain the terms in not more than two sentences (**any ten**):

- | | |
|--------------------|----------------------|
| (a) Chaptalization | (b) Arrope |
| (c) Terroir | (d) Brown wine |
| (e) Chai | (f) Ale |
| (g) Mistelle | (h) Grande champagne |
| (i) Tannin | (j) Bouquet |
| (k) Dunder | |

(10x1=10)

Q.9. Match the following (**any ten**):

- | | |
|-------------------|---------------------------------------|
| (a) Chianti | (i) Botrytis cinerea |
| (b) Half and Half | (ii) Containers for bottles |
| (c) Bodegas | (iii) Neat |
| (d) Noble rot | (iv) Gusano |
| (e) Zinfandel | (v) Brandy |
| (f) Speed rail | (vi) Franciscus Sylvius |
| (g) Straight up | (vii) Tuscany |
| (h) Gin | (viii) California |
| (i) Mescal | (ix) Spain |
| (j) Demerara Rum | (x) Guyana |
| (k) Burnt wine | (xi) Bitter ale draught and a pilsner |
| (l) Irish whiskey | (xii) Distilled from potatoes |
| | (xiii) Triple distillation |

(10x1=10)

Q.10. Fill in the blanks:

- (a) The heart of the agave plant is called a _____.
- (b) _____ is known as 'Cognac of Mexico'.
- (c) _____ are liqueurs that are served before a meal to whet the appetite.
- (d) _____ beers are made by people who consider brewing as much an art form as science.
- (e) Traditionally, a 20-ounce pint glass is called a _____.
- (f) Grand Marnier is made in the _____ district of France.
- (g) The British term for red wines from Bordeaux is _____.
- (h) The pre-dominant grape variety in Chianti is _____.
- (i) The Scandinavian version of Vodka is often called _____.
- (j) A clear, colourless grape spirit, _____ is added to port to arrest fermentation.

(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR – 2017-2018

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. List and describe **five** commonly found “Property Management System” in hotels.
OR
Identify and explain the factors a hotel has to consider in purchase of a “Property Management System”.
(10)
- Q.2. Enumerate and explain the different types of vouchers used in a hotel.
OR
List and describe the different types of folios used by the front office and accounts department of a hotel.
(10)
- Q.3. Differentiate between (**any two**):
(a) Guest allowance and guest discount
(b) Horizontal tabular ledger and vertical tabular ledger
(c) Voucher and folio
(d) Skipper and sleeper
(2x5=10)
- Q.4. Describe the step-by-step departure procedure in a manual/semi-automatic hotel system.
(10)
- Q.5. Discuss how cash and credit control is beneficial for both guests and hotel.
(10)
- Q.6. List and briefly describe the duties and responsibilities of a night auditor.
(10)
- Q.7. Describe briefly how you would handle **any two** of the following emergency situations?
(a) Accident (b) Guest illness (c) Fire (d) Bomb threat on telephone
(2x5=10)

Q.8. **A** Translate the following sentences from French to English:

- (a) Ma chambre est à quel étage?
- (b) Je voudrais commander un café pour deux personnes
- (c) La télévision ne fonctionne pas
- (d) Appelez rapidement le médecin!
- (e) Merci de votre aide!

B Give the French equivalent words for following:

- (a) Bathroom
- (b) Swimming pool
- (c) Key
- (d) Room
- (e) Elevator

(5+5=10)

Q.9. Write short notes on **any ten** of the following:

- (a) EFTPOS
- (b) Express Check-out
- (c) Travel Agent's Voucher
- (d) Foreign currency encashment certificate
- (e) Late check-out fee
- (f) Domestic occupancy %
- (g) Grand master key
- (h) First aid
- (i) GDS
- (j) Interface
- (k) Cashier's imprest money
- (l) Types of fire

(10x1=10)

Q.10. **A** State whether True or False.

- (i) ELS stands for "Emergency Locking System".
- (ii) A master key opens the double-locked doors of all hotel rooms.
- (iii) In fully automated hotels, the computerized system automatically carries out system updates.
- (iv) When a guest misplaces his room key outside the hotel, the situation is called "lock out".
- (v) Balance in the charge-card account, unlike credit card account, cannot be rolled-over to the next billing cycle.

B Fill in the blanks:

- (a) Opera and Fidelio are the products of _____ company.
- (b) Removal of air/oxygen from the scene of fire is called _____.
- (c) A guest charge that reaches the front office cashier after the guest has already departed is known as _____.
- (d) An airline issues _____ to its crew so that they can get room and meals.
- (e) An inter-change in the place of digits while posting charges in an account is called _____ error.

(5+5=10)

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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. List **any ten** heavy equipment used in mass/volume feeding and give the care and maintenance of **any two**:

(5+5=10)

OR

Explain the factors that affect the selection of kitchen equipment for bulk food production.

(10)

Q.2. Explain the various factors to be considered while planning menu for mass catering.

OR

Discuss the various challenges faced by chefs while indenting for volume feeding organizations.

(10)

Q.3. Write short notes on **any two** of the following:

- (a) Hospital catering
- (b) Standard Purchase Specification
- (c) Explain the concept of central production unit
- (d) Explain the objectives of production planning

(2x5=10)

Q.4. Explain the different types of institutional and industrial catering.

(10)

Q.5. List the ingredients used in the preparation of the following spices (**any five**):

- (a) Sambar masala
- (b) Panch phoren masala
- (c) Lazzat-e-Taam
- (d) Potli ka masala
- (e) Chettinad masala
- (f) Pav bhaji masala
- (g) Chaat masala

(5x2=10)

Q.6. List and explain **any ten** Indian kebabs with respect to regions and variety of ingredients. (10)

Q.7. Discuss the role of modern equipment in the scope, development and growth of outdoor catering. (10)

Q.8. Discuss the various factors that affect the food habits of a community. (10)

Q.9. Explain the salient features of Bengali Cuisine. Explain **any five** dishes from it. (5+5=10)

OR

Discuss the contributions made by various communities in adding value to the cuisine of our country. (10)

Q.10. Explain **any ten** of following terms:

- | | |
|-----------------------|-------------------------|
| (a) Gongura | (b) Gucchi |
| (c) Ker sangri | (d) Pongal |
| (e) Kubhani ka meetha | (f) Vindaloo |
| (g) Sheermal | (h) Ghee durusth karana |
| (i) Avial | (j) Farsan |
| (k) Pulihara | (l) Puran poli |
| (m) Haleem | (n) Galavat |
| (o) Dhunar | |

(10x1=10)

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ACADEMIC YEAR – 2017-2018

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 fermentation and give examples of fermented foods from different groups. (10)
- Q.2. What are the main features of Food Safety and Standard Act, 2006? (10)
- Q.3. Write short notes on **any two**:
- (a) Factors affecting microbial growth in foods.
 - (b) Benefits of food additives.
 - (c) Various components of GMP.
- (2x2 ½ =5)
- Q.4. Intentional adulteration leads to adverse health effects. Justify the statement.
OR
Give the principles of HACCP. (5)
- Q.5. List the various methods of preservation. Describe preservation by high temperature in detail.
OR
Describe the morphological characteristics of bacteria found in food. (5)
- Q.6. What is a food label and enumerate its general requirements? (5)
- Q.7. What are the 'Good Hygiene Practices' followed by food business operators? (5)

Q.8. Match the following (**any five**):

- | | |
|--------------------------|--------------------------------------|
| (a) Halophillic bacteria | (i) Single celled |
| (b) Yeast | (ii) Argemone seeds |
| (c) Tempeh | (iii) Food safety management systems |
| (d) Colouring agent | (iv) 0.80 – 0.75 aw |
| (e) Mustard seeds | (v) Barley |
| (f) ISO 22000 | (vi) Sunset yellow |
| (g) Aflatoxins | (vii) Rhizopus |

(5x1=5)

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ACADEMIC YEAR – 2017-2018

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. What is 'Uniform System of Accounting'? Explain advantages of 'Uniform System of Accounting'.

OR

Define internal control. Explain the features of internal control.

(10)

Q.2. What is income statement? Explain why income statement is prepared.

(10)

Q.3. Differentiate between the following (**any two**):

- (a) Income statement and balance sheet.
- (b) Direct expenses and indirect expenses.
- (c) Gross profit and net profit.

(2x5=10)

Q.4. Write a note on the Gross Profit Method of departmental accounting in hotels.

OR

What is cost allocation? Explain the different basis of allocation.

(10)

Q.5. What do you mean by auditing? Write the duties of a Night Auditor in a hotel.

OR

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

(10)

Q.6. Write short notes (**any five**):

- | | | |
|-------------------------|--------------|--------------------|
| (a) Non-tangible assets | (b) Bad debt | (c) Trade discount |
| (d) Amortization | (e) Reserve | (f) Creditor |

(5x2=10)

Q.7. Prepare an Income statement of Room Department from the information given below:

Particulars	Amount in Rs.	Particulars	Amount in Rs.
Sales (Regular)	1,25,000/-	Salaries	10,000/-
Commission	2,000/-	Uniforms	1,000/-
Linen Expenses	2,000/-	Sales (Group)	50,000/-
Wages	10,000/-	Payroll taxes	2,000/-
Operating Supplies	1,500/-	Contract cleaning	1,800/-
Dry cleaning	2,000/-	Fringe benefits	5,000/-
Other revenue	5,000/-	Allowances – Rooms	1,000/-
Laundry	2,000/-	Other expenses	1,500/-

(10)

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

		Amount in Rs.
Sales	Restaurant	5,00,000/-
	Banquet	3,00,000/-
	Bar	2,00,000/-
Cost of sales	Restaurant	2,00,000/-
	Banquet	1,25,000/-
	Bar	75,000/-
Wages and salaries	Restaurant	90,000/-
	Banquet	50,000/-
	Bar	30,000/-
Unallocated expenses	Gas and Electricity	30,000/-
	Advertisement	30,000/-
	Rent and Rates	70,000/-
	Office expenses	40,000/-

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

- (i) Gas and Electricity;
 - (a) Restaurant – 50%
 - (b) Banquet – 30% and
 - (c) Bar – 20%
- (ii) Rent and rates according to floor area occupied which is;
 - (a) Restaurant -50%
 - (b) Banquet – 40% and
 - (c) Bar – 10%
- (iii) All other expenses in the ration of sales.

(10)

Q.9. M/s. Tandon Company Ltd. operates a 50 room hotel in Delhi. Prepare the Income Statement of the hotel under Uniform System of hotel accounts:

Particulars		Amount in Rs.
Rooms Department	Net Sales	2,93,000/-
	Salaries	24,500/-
	Employees meal	5,000/-
	Uniform	1,400/-
	Laundry	32,000/-
	Linen	10,000/-
	Glassware	1,100/-
	Cleaning supplies	8,600/-
	Miscellaneous	5,000/-
Food & Beverage Department	Net Sales (food)	1,80,000/-
	Cost of sales (food)	54,000/-
	Salaries	10,000/-
	Uniform	1,600/-
	Staff meal	1,000/-
	Kitchen fuel	3,500/-
	Contract cleaning	5,000/-
	Expenses	2,000/-
	Beverage sales	1,00,000/-
	Cost of sales (beverage)	50,000/-
News stand	Sales	30,000/-
	Cost of sales	20,000/-
	Payroll and related expenses	5,000/-
Telephone	Sales	10,000/-
	Payroll and related expenses	5,000/-
	Other expenses	1,000/-
Marketing	Payroll	35,000/-
	Other expenses	5,000/-
Property maintenance	Payroll	10,000/-
	Other expenses	2,000/-
Cost of Fuel, Light and Heat		10,000/-
Other general expenses:		
Ground Rent		50,000/-
Interest		10,000/-
Depreciation		25,000/-
Other Items:		
Profit on sale of asset		50,000/-
Income Tax rate		40%

(10)

Q.10. Prepare a Balance Sheet from the following information:

Particulars	Amount in Rs.	Particulars	Amount in Rs.
Cash in hand	40,000/-	Capital	3,44,70,000/-
Debtors	2,30,000/-	Creditors	1,80,000/-
Land and building	4,08,80,000/-	Bills payable	50,000/-
Machinery	8,50,000/-	Loan	58,000/-
Goodwill	80,00,000/-	Debentures	95,00,000/-
Cutlery and Crockery	50,000/-	Reserves	57,92,000/-

(10)
